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ABSTRACT

The curriculum provides consumer information on five topics to increase independence and effectiveness of physically disabled (PD) persons in the marketplace. Noted is development of the curriculum as part of a 3 stage county educational program in San Diego, California, including incorporation of findings from a needs assessment survey of PD and able bodied individuals. Each chapter focuses on one of the five topics. All chapters usually consist of a short introduction, results of the needs assessment survey, consumer information, suggested activities to increase experiences, and recommended resources for further information. Following are topics and examples of chapter content (in parentheses): housing (information on procedures for finding and modifying a home); transportation (information on city buses, door to door transit service, taxicabs, and airline travel); purchasing goods and services (information on purchasing and servicing an adapted vehicle); leisure and entertainment (information on attending plays, films, movies, and concerts); and social service agencies and organizations (information on seven community and four government agencies). (MC)

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CONSUMER EDUCATION FOR DISABLED PERSONS

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The Office of Consumer's Education, Department of Education, funded the Department of Education, San Diego County, to develop resources for physically handicapped students designed to increase their independence in the marketplace. The development of the materials proceeded in three stages. The first stage was to conduct a needs assessment identifying the needs of disabled consumers in the marketplace which differ from those of able consumers. The second stage was to research potential methods for meeting these unique needs of disabled consumers. The third stage was to produce three documents: (1) a handbook based on the results of the needs assessment and research for disabled young people to increase their independence in the marketplace; (2) a teacher's guide to accompany the student handbook; and (3) a report of the results of the needs assessment survey.

Each of these stages was guided by a knowledgeable and talented advisory committee to the project. The Advisory Committee members were as follows:

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TABLE OF CONTENTS

Acknowledgements	iii
Introduction	1
Housing	3
Transportation	23
Purchasing Goods and Services	47
Leisure and Entertainment	67
Social Service Agencies and Organizations	89

INTRODUCTION

The purpose of "Consumer Education for Disabled Persons" is to increase your independence and effectiveness in the marketplace -- your independence when purchasing goods and services and your effectiveness when deciding which goods and services to purchase. The curriculum focuses on consumer issues that specifically affect the disabled person, not general issues, such as budgeting your income, that are relevant to everyone. It does not provide all the answers. Rather, it presents a model for you to follow to obtain the goods and services you need and want.

This curriculum is the product of a three-step process to obtain up-to-date information that is relevant to disabled persons: 1) an assessment of consumer needs, 2) expert opinion on how best to address the needs, 3) an analysis and synthesis of the information.

Responses to a lengthy questionnaire, mailed to over 4,000 able and disabled persons, revealed that the needs of disabled persons differed from those of able persons in the following areas: 1) housing, 2) transportation, 3) purchasing goods and services, 4) leisure activities, and 5) the need to know more about government and service agencies for the disabled. Disabled persons were interviewed to find out how they dealt with each of these consumer problems. Representatives of social service agencies and experts in housing, transportation, and merchandising were asked for their recommendations on how disabled persons can increase their skills in these problem areas.

Even though this curriculum is based on findings for San Diego County, the same procedures can be followed to gather similar information in other regions of the country.

Each of the following chapters includes results of the needs assessment survey, consumer information from experts and disabled persons, activities to increase your experience in dealing with identified consumer issues, and resources for further information. Use this material as the beginning of a resource file and continue to add to it as you obtain new information and develop solutions to new problems.

HOUSING

Affordable housing is difficult to find in most areas and for most people. Disabled persons have an even greater problem finding accessible housing. In 1979, the Community Service Center for the Disabled conducted the Housing Access Project to identify accessible housing in San Diego. Funded by a Comprehensive Employment and Training Act Title VI grant, the researchers surveyed 1,600 apartment houses and found 423 to have accessible outside entrances. Of these, only 25 were rated fully accessible.

Housing is a consumer issue that absorbs a large portion of a person's income, yet students have little experience in finding and negotiating their own housing. This chapter addresses the problems of housing that were identified by the "Survey of Consumer Needs of Persons with Disabilities" by presenting: (1) results of the survey; (2) recommended solutions to the identified problems; (3) suggested activities for experiences as consumers of housing; and (4) additional resources.

SURVEY RESULTS OF DISABLED PERSONS' HOUSING NEEDS

Four hundred and thirty-one disabled persons and 228 able-bodied persons answered the Survey of Consumer Needs' six questions about housing. The questions with a summary of the most frequent responses are presented below:

1. *Whom do you live with?*

   One third of the disabled persons live with their husbands or wives. The others live primarily with relatives or alone. Over one half of the able persons live with their husbands and wives, with the remaining able persons living with relatives or alone.

2. *How did you find your home?*

   More disabled persons find their housing through friends and relatives than through any other means. Able persons more often find housing through realtors. Only five percent of disabled persons find their homes through agencies for the disabled.

3. *Which areas of your home were modified to accommodate your disability?*

   The most frequent modifications to make homes accessible are to the outside entrances and the bathrooms.

4. *How expensive were the modifications?*

   One half of the modifications cost over $500 and the other one half of the modifications cost under $500.

5. *What were the dominant factors in selecting your home?*

   For both able and disabled persons, the primary reason for selecting a home is its location. For disabled persons, the second reason is that there are few (or no) steps. For able persons, the second reason is that the home is a good investment.

6. *Do you rent or own your home?*

   Disabled persons are more likely to rent their home than able persons. Nearly one half (41%) of the disabled persons rent their home and one fourth (27%) of the able persons rent their homes.

Based on the results of the survey, the housing problems of greatest concern to disabled persons are: (1) determining the most accessible neighborhood for disabled individuals; (2) procedures for finding an accessible home; and (3) modifying a home to make it accessible.

CONSUMER INFORMATION ON HOUSING FOR DISABLED PERSONS

Agencies serving the housing needs of disabled persons were contacted for information on each of the identified topics. Because the median income for disabled persons is $16,243 less than the median income for able persons, social service agencies, (e.g. Community Service Center for the Disabled) were also asked for recommendations on financial assistance. Recommendations from these agencies are given below for each of the problems that are of greatest concern to disabled persons.

The Most Accessible Neighborhood

1. Choose a neighborhood which is a balance of two factors--lower housing costs and newer buildings. Newer buildings more often meet federal guidelines, making them more accessible. In San Diego County, the city of El Cajon was found to most often meet these criteria of lower costs and newer buildings.

2. The newer the housing unit building, the more accessible it will probably be. Buildings constructed in the last five years tend to have wider doors and are more easily adapted to modifications. Therefore, when looking for a neighborhood in which to live, the newness of the buildings should be considered.

3. If the disabled person does not have a privately owned vehicle, transit companies recommend that housing be obtained near a bus route served by lift-equipped buses. They also suggest that the bus routes be checked to verify that buses do operate in the area during the hours when transportation will be needed; e.g., at night for a night class.

4. Encourage relatives and friends who are house hunting for themselves to consider some of the same constraints which disabled persons need to consider to enable disabled friends and relatives to visit comfortably.

5. Keep in mind that the more desirable neighborhoods can demand higher rent. Consider what neighborhoods in general you can afford by looking at the housing listed in the newspaper and comparing rents for the same size apartment in several neighborhoods.

Procedures for Finding a Home

1. We know that disabled persons find a home most often through friends and relatives. Therefore, advertise to everyone you know that you are looking for a house/apartment/condominium. Ask your friends and relatives to write down the telephone number listed on the "For Sale" or "For Rent" sign of any potential housing unit.

2. Subscribe to or buy the local newspaper for the area in which you hope to find housing.

3. Social service agencies are working closely with realtors in identifying accessible housing units. For example, Lifeline in the northern section of San Diego County has established a network with realtors to provide this information. The Community Service Center for the Disabled has a housing service that provides assistance in locating rental housing for disabled San Diegans. Take advantage of these services.

4. Before contacting anyone about renting, measure the width of the wheelchairs to be used in the house and their turning radius (the amount of space they need to turn around). Many modern kitchens are small, and wheelchairs can go in and out but cannot turn around.

5. Because the bathroom is one of the areas most often adapted for disabled persons, know how extensively a bathroom is to be used. Knowledge of the personal care you require is essential. If you do not need to use the bathroom, the bathroom does not present a barrier.

6. Before going to check on "leads" on advertised housing, conduct a systematic telephone search. This will eliminate the inappropriate housing units, leaving only the most promising to follow up with a visit. If a telephone number is not given, it is probably not worth the trouble to go look at the house. A systematic telephone search includes the following:

   a. Ask the most general questions first to build up rapport and a cooperative relationship with the landowner or realtor.

   b. Start with questions about parking, the entrances, and then the interior of the house/apartment/condominium. Systematically gather the needed information from the front door and on into the living room, passageways, halls, bathrooms, and bedrooms.

   c. A typical telephone inquiry may include the questions on the "Telephone Housing Survey" (see page 9).

7. Renters are often asked to sign a rental agreement (a sample is provided at the end of the chapter, pages 13-14). Read it carefully, and sign it only if you agree with its terms.

Modifying a Home

1. After using the telephone to identify possible affordable and accessible housing units, visit the most promising ones to determine their adaptability.

2. When looking at the housing, use the "Housing Work Sheet" on page 12 from the Community Service Center for the Disabled to collect the appropriate information.

3. Contact the appropriate service agencies to determine if they provide assistance in installing ramps and/or whether or not they are capable of obtaining wood at reduced prices. In San Diego, the Community Service Center for the Disabled has volunteers that help install ramps, and they are able to purchase wood at contractors' prices. Because each ramp is designed for a particular housing unit, ask the staff at the service agencies for ideas on constructing the ramps.

4. Grab bars for bathrooms are relatively inexpensive ($13 - $25) depending on the length and model. They are available at medical supply stores and are easy to install. Once the grab bar is installed, it becomes the property of the landowner.

Financial Assistance for Housing

Qualified disabled persons are eligible for housing assistance through Section 8 Rental Assistance. You must give documentation of a disability and verification of income, such as SSI and bank statements.

Once you qualify, the local housing authority can assist with your rent through funds from the Department of Housing and Urban Development. Disabled persons pay no more than 25 percent of their income for rent, and HUD pays the balance within limits of the fair market value (an established rate for housing in the area).

Once accepted, the disabled person is given a certificate to look for housing within the city. For San Diegans, the available areas include the cities of San Diego and National City. If you move, you must give 30 days notice to the landowner and HUD that the house or apartment will be vacated.

There are social service agencies that help link disabled persons with the local housing authority. In San Diego, the Community Service Center for the Disabled has a waiting list for the housing subsidy. Expect to wait as long as one year from the time that you are certificated to look for a house or apartment and put your name on the list. The list closes when no housing is available.

See page 15 for a copy of questions and answers regarding Section 8 Rental Assistance in San Diego.

To get more information, contact the housing authority in your city. In San Diego, the address is: San Diego Housing Authority, Spreckles Building, Suite 442, 121 Broadway, San Diego CA 92101, (714) 236-5567.

ACTIVITIES

1. Obtain copies of city and neighborhood newspapers and identify potential housing. Find the section of the classified advertisements for rentals of houses, apartments, or condominiums that are furnished and unfurnished.

2. Telephone three advertised housing units and ask the appropriate questions from those given on the "Telephone Survey." Decide if you should look at these units.

3. To record needed information, use the "Housing Work Sheets" provided on the following pages by the Community Service Center for the disabled. Some of the data may be gathered on the telephone, and the remaining information may be obtained when looking at the units.

4. When you look at a housing unit, explain to the landowner that you are researching the housing market to determine what is available because you may be moving when you complete high school. If the unit is adaptable, take the landowner's card or telephone number. Tell him/her that you will call when you do move and that you look forward to doing business with him/her again.

5. Call agencies for the disabled to ask what information they have on housing. See the chapter on service agencies for appropriate references.

   A typical telephone call may include the following questions:

   a. Hello, I am (your first and last name) from (your school's name). Our class is researching the rental market for disabled people. Do you have information on available accessible housing?

   b. What information do you collect? _____

   _____

   _____

   c. Are there any rentals in (the desired area)? _____

   _____

6. Look up realtors in the yellow pages of the telephone book. Call three to determine if they record accessible housing. Explain that you are researching available information sources in preparation for a move. Keep a list of the telephone numbers of realtors who do record accessible housing. You may need it later.

7. Practice filling out a rental agreement by completing the forms provided by the San Diego Apartment Association.

8. Be on the alert for "For Rent" signs, and write down the telephone numbers. Call and ask the questions from the "Telephone Housing Survey" sheet.

9. Locate the nearest bus stop to the house or apartment and find out whether or not it is served by lift-equipped buses.

TELEPHONE HOUSING SURVEY
(General Questions)

1. Hello. Are you the person that has the house/apartment/condominium for rent?

2. How much is the rent per month? _____

   (After calling several rentals and reading the newspapers, you will have a good idea of what a reasonable rent should be for the neighborhood.)

3. How many bedrooms are there? _____

   (In general, the more bedrooms there are, the higher the rent will be.)

4. Are the first and last months' rent required? _____

   (Some landowners require the tenant to pay the first and last month's rent prior to moving in. The reason for this is that tenants sometimes do not give thirty days notice, that they will be moving in thirty days, and leave without paying the rent. By having the last month's rent in their possession, landowners have less worry about losing a month's rent.)

5. Is a cleaning deposit required? _____

   (A cleaning deposit is an amount of money that a landowner requires when a tenant moves in to cover any cleaning expenses which may be required after the tenant vacates the rental. Most landowners do require a cleaning deposit. After contacting several rentals, you will have a good idea of what a reasonable cleaning deposit should be.)

   Remember: A <u>deposit</u> is refundable; a <u>fee</u> is not refundable.

6. If unfurnished: Is there a stove and refrigerator? _____

   (When a housing unit is advertised as unfurnished, it usually has a stove and refrigerator; however, don't assume there is a stove and refrigerator.)

7. Are there laundry facilities? _____

8. How close is the nearest bus stop? _____

   _____

9. How close is the nearest grocery store? _____

   _____

10. What store is it? _____

11. How close is the nearest bank? _____

_____

12. What bank is it? _____

(Questions Related to Being Disabled)

(Do not announce that you are a disabled person or ask if the landowner rents to disabled persons. The issue is whether you want to rent this house/apartment/condominium.)

13. How far is the entrance to the house/apartment/condominium from the parking area? _____

14. Is there a curb or step? _____ If yes, how high is the step? _____

15. Are there steps to the front door? _____ If yes, how high are the steps?

_____

16. Are there steps to the back door? _____ If yes, how high are the steps?

_____

(In selecting a home, be sure to consider safety. If there were a fire blocking the front door, would you have a way out?)

17. How many inches wide are the front and back doors?

Front _____ Back _____

18. How wide is the doorway to the bathroom(s)? _____

19. How wide is the doorway to the bedroom(s)? _____

20. How wide is the hall? _____

21. How wide is the widest part of the bedroom with the furniture in it (between the bed and the dresser)? _____

22. How wide is the bathroom door between the edge of the open door and the molding? _____

23. If too narrow: Can the door and molding be removed and a curtain hung?

_____

24. How high is the tub from the floor? _____

25. Can a grab bar be installed in the bathroom? _____

26. Is the sink wall-hung? _____

(A wheelchair can fit under a wall-hung sink, making the sink more accessible.)

27. How wide is the kitchen? _____

28. Thank you very much for this information.

(Make an appointment to look at the apartment if you judge it to be appropriate.)

HOUSING WORK SHEET

Name of Bldg._____ _____ TYPE: cottage___, multi-level___

Address_____ City: _____

Manager_____ Phone: _____

LEASE:	RENT:	FURN/UNFRN	DEPOSIT	UTILITIES	
None_____	Studio	___ ___	_____	all_____	children___
Mo to mo___	1 Bd	___ ___	_____	water___	pets___
6 mo_____	2 Bd	___ ___	_____	elect___	
1 yr_____	3 Bd	___ ___	_____	gas_____	

Number Units	Sr. Ctz Only	Section 8 housing	Landlord Allows:	
_____	_____	____		ramps___ grab bars___

Comments: _____

ENTRANCE:			
Door width_____ins.	Screen door___	lip_____ins.	

KITCHEN: Comments: _____

Sink height ___ins	Working space ___ins	Lower shelves available _____	Faucet lever___ round___	Stove contr. front___ rear_____ side_____	

BATHROOM: Comments: _____

Door width ___ins	Sink hgt ___ins	Mirror hgt ___ins	Tub Shower___	Curtain___ Gl. door___	

BEDROOMS: Comments: _____

Door width ___ins	90° entry ____	Hall width ___ins	

FLOORS: Comments: _____

Linoleum ____	Hi-Lo Carpet _____	In-Outdoor Carpet _____	Short Shag ____	Long Shag ____	

BUILDING: Comments: _____

Entrance gate___ door___	Level Access ____	Surface slip___ non-slip___	Steps No. of___ Square nose___ Handrails_____	Ramp Slope 1 to ____ft. Platform _____ft. Handrails_____

ELEV: Comments: _____

Ash tray, waste bsk, Obst. controls _____	Ext. controls Ht. ___ins Braille___ Recessed___	Door Width___ Operating Speed___sec Cab size ____by___ft	Int. controls Ht. ____ins Braille___ Recessed___	Safety Devices fire alarm___in phone___ins emerg___ins

PARKING: Comments: _____

Lot_____ Width___ft. Front___ Back___	Curb____ Blue curb____ Curb cuts____

RENTAL AGREEMENT
(Month to Month)

THIS AGREEMENT entered into this _____ day of _____, 198___,

by and between _____, "Owner" (Landlord)

and _____, "Resident" (Tenant),

IN CONSIDERATION OF THEIR MUTUAL PROMISES AGREE AS FOLLOWS:

1. Owner rents to the Resident and the Resident rents from the Owner for residential use only, the premises known as:

_____, CA.

2. Rent is due in advance on the _____ day of each every month, at $_____ per month, beginning on the

_____ day of _____, 198___

3. Except as prohibited by law, this agreement may be terminated by either party after service upon the other a written 30-day notice of termination of tenancy. Any holding over thereafter shall result in Resident being liable to Owner for "rental damages" at the fair rental value of $_____ per day.

4. Premises shall be occupied only by the following named persons:

_____

_____

SAMPLE

5. Without Owner's prior written permission, no bird or animal, no water beds or liquid filled furniture, or

_____ shall be kept or allowed in or about said premises.

6. Resident shall not violate any Governmental law in the use of the premises, commit waste or nuisance, annoy, molest or interfere with any other Resident or neighbor.

7. Except as provided by law, no repairs, decorating or alterations shall be done by Resident, without Owner's prior written consent. Resident shall notify Owner in writing of any repairs or alterations contemplated. Decorations include, but are not limited to, painting, wallpapering, hanging of murals or posters. Resident shall hold Owner harmless as to any mechanics lien recordation or proceeding caused by Resident.

8. Resident has inspected the premises, furnishings and equipment, and has found them to be satisfactory. All plumbing, heating and electrical systems are operative and deemed satisfactory.

9. Except as prohibited by law, Resident shall keep the premises and furniture, furnishings and appliances, if any, and fixtures which are rented for Residents exclusive use in good order and condition. Resident shall pay Owner for costs to repair, replace or rebuild any portion of the premises damaged by the Resident, Resident's guests or invitees. Resident's personal property is not insured by Owner.

10. Resident shall pay for all utilities, services and charges, if any, made payable by or predicated upon occupancy or Resident, except:

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(continued)

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11. The undersigned Resident(s), whether or not in actual possession of the premises, are jointly and severally liable for all obligations under this rental agreement, and shall indemnify owner for liability arising prior to the termination of the rental agreement for personal injuries or property damage caused or permitted by Resident(s), their guests and invitees. This does not waive "Owner's" duty of care to prevent personal injury or property damage where that duty is imposed by law.

12. Resident shall deposit with Owner, as a security deposit, the sum of $ _____,

payable _____. Owner may claim (withhold) of the security deposit only such amounts as are reasonably necessary to remedy tenant defaults as follows:

(a) in the payment of rent, or

(b) to repair damages to the premises caused by Resident, exclusive of ordinary wear and tear, or

(c) to clean such premises, if necessary, upon termination of the tenancy.

No later than two weeks (14 days) after the Resident has vacated the premises, the Owner shall furnish the Resident with an itemized written statement of the basis for, and the amount of, any security received and the disposition of such security and shall return any remaining portion of such security to the Residents.

13. If any legal action or proceeding be brought by either party to enforce any part of this Agreement, the prevailing party shall recover, in addition to all other relief, reasonable attorney's fees and costs.

14. Notice upon Owner may be served upon: _____

at: _____, CA.
Said person is authorized to accept legal service on behalf of Owner.

15. No portion of said premises shall be sublet nor this Agreement assigned. Any attempted subletting or assignment by the Resident, at the election of Owner, shall be an irremedial breach of this Agreement.

IF APPLICABLE:

A. House Rules: Initial_____ By initialing as provided, Resident acknowledges receipt of a copy of house rules, and has read them, a copy of which is attached hereto, marked as page _____, and are incorporated herein by reference as though fully set forth at length. Said house rules shall be deemed covenants of this agreement.

B. Inventory: Initial_____ By initialing as hereinafter provided, Resident acknowledges the subject premises are furnished in accordance with the attached inventory and a copy thereof is attached hereto, marked page _____, and is incorporated herein as though fully set forth at length.

C. Addendum: Initial_____ By initialing as provided, Resident acknowledges that additional terms and provisions have been agreed upon which are designated as an Addendum, a copy of which is attached hereto, marked page _____, and is incorporated herein as though fully set forth at length.

The undersigned Resident acknowledges having read and understood the foregoing, and receipt of a duplicate original.

_____ OWNER

_____ BY AUTHORIZED AGENT

_____ RESIDENT

_____ RESIDENT

_____ RESIDENT

SAMPLE

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SECTION 8 RENTAL ASSISTANCE
IN THE CITY OF SAN DIEGO

Questions and Answers

Section 8 is a locally administered rental assistance program for handicapped, senior citizens, and other low-income families and is available in the cities of San Diego and National City. These pages present some basic information to home owners and apartment managers who may wish to participate in "The Section 8 Existing Housing Program."

QUESTION: What is the Section 8 Existing Housing Program?

ANSWER: Section 8 is a rent supplement program which makes it possible for handicapped, senior citizens, and other low-income families to obtain adequate rental housing while paying no more than 25 percent of their incomes for rent. The program is oriented toward the private housing market with families seeking and selecting their own units within broad program guidelines.

The program contains the following aspects which may be of interest to owners and managers:

- Owners retain their private market tenant selection processes.
- Provisions are made for reimbursement of losses due to premature vacating of units.
- All rental payments are made directly to the property manager.
- Evictions can be made in accordance with state and local laws.
- Owners may limit the number of units which receive assistance in their projects.

QUESTION: How does the program work?

ANSWER: Generally, it works this way:

- A family contacts the City of San Diego Housing Authority (PHA) to apply for a "certificate of eligibility" to participate in the program.
- The PHA verifies the family's income and expenses to determine if it is eligible for the program. If eligible, the family is issued a "certificate of participation."
- The family is then free to seek a suitable housing unit in the private market place which meets its needs and satisfies program requirements. To be eligible for inclusion in the program, a unit must be in decent, safe, and sanitary condition and the monthly rent, including utilities, must not exceed the "Fair Market Rent" limits established for the housing unit by the Department of Housing and Urban Development. A

family can maintain its present housing and receive assistance if its housing meets HUD's program standards.

- If the owner agrees to participate in the program, the Public Housing Agency must inspect and certify that the unit is in decent, safe, and sanitary condition.

- The owner and family negotiate and sign a lease for the unit. Simultaneously, the owner and the PHA execute an agreement called a Housing Assistance Payments (HAP) contract whereby the PHA pledges to make partial rental payments on behalf of the participating family.

- The family occupies the unit, paying a maximum of 25 percent of its income toward rent, and the Public Housing Agency pays the difference between that amount and the actual rental price of the unit. All payments are made directly to the owner.

QUESTION: What are the owners' responsibilities under the program?

ANSWER: The provisions of the Section 8 program require owners to:

- Fulfill their obligations under the terms of the lease signed with the family and the Housing Assistance Payments contract.

- Perform all normal management functions.

- Maintain units in decent, safe, and sanitary conditions and perform normal maintenance.

- Apply for rent increases in accordance with the Fair Market Rent schedules which are adjusted on an annual basis.

- Adhere to federal, state, and local laws governing non-discrimination in housing.

QUESTION: What are the family's responsibilities under the program?

ANSWER: Participating families must:

- Fulfill their obligations under the terms of the lease signed with the owner.

- Make proper payment to the owner and/or utility companies on a timely basis.

- Maintain their unit in proper condition.

- Report annually any changes in family income or size to the housing agency so that the family's contribution to the rent can be adjusted if necessary.

QUESTION: What are the local housing agency's responsibilities under the program?

ANSWER:

- Qualify and certify families for participation in the program.
- Assist both the owner and the family in the preparation of all necessary forms and agreements.
- Inspect the unit to ensure that it is in decent, safe, and sanitary condition and meets program guidelines.
- Enter into the HAP contract with the owner and provide its portion of the rental payment on the first day of each month.
- Provide on-going assistance, as necessary, to both families and owners participating in the program.

QUESTION: What units qualify for the program?

ANSWER: All existing housing units on the private market in the City of San Diego qualify for the program provided they are in decent, safe, and sanitary condition and have monthly rentals within program guidelines.

QUESTION: Who selects the units in the program?

ANSWER: Section 8 is a private market program in which each family selects its own unit provided that it meets the guidelines cited above. Owners and managers do have the option to determine the number of units in their project(s) which will be leased under the program. Owners desiring to participate are encouraged to contact their local housing agencies.

QUESTION: Who selects the tenants in the program?

ANSWER: While PHAs certify families as to eligibility, owners select tenants for their own particular projects. Owners may employ their regular selection criteria, including credit checks and previous rental history.

QUESTION: What are the terms of leases in the program?

ANSWER: Leases may be for one to three years with an option to renew or terminate upon the provision of proper notice. Owners may use their own lease forms provided that they conform with state and local laws.

QUESTION: Do families pay a security deposit under the Section 8 program?

ANSWER: Yes. Under the HUD regulations for the program, security deposits are made in the amount of 25 percent of the family's monthly income.

QUESTION: Is there any additional security provided to the owner?

ANSWER: Yes. In the event that the security deposit is insufficient to pay for any damages done to the unit, the owner may claim additional reimbursement up to the remainder of one month's contract rent from the local agency. Additional provisions are made if a family prematurely vacates a unit as explained below.

QUESTION: What happens if a family vacates a unit without giving proper notice?

ANSWER: If a family prematurely vacates a unit, the PHA will make payments of up to 80 percent of the contract rent for as long as 60 days if the owner is unable to fill the vacancy. The owner may also utilize the family's security deposit as reimbursement for any unpaid rent or damages. If the deposit is insufficient to pay such costs, the owner may claim additional reimbursement up to the remainder of one month's contract rent from the local agency. In addition, the owner may undertake normal legal procedures to obtain the family's fulfillment of the lease provision.

QUESTION: Can the owner evict families who violate the lease?

ANSWER: Yes. Evictions can be made in accordance with state and local laws.

QUESTION: Who establishes the monthly rental levels for the program?

ANSWER: The Department of Housing and Urban Development sets "Fair Market Rent" (FMR) levels by geographic location and structure type. Generally, these are regarded as maximum limits, including utilities, for participation in the program. However, PHAs do have the authority to slightly exceed these limits for a portion of the families to whom they provide assistance. The current "Fair Market" rents are as follows:

	BEDROOM SIZE						
Type	0	1	2	3	4	5	6
Non-elevator	$177	$201	$238	$274	$310	$357	$416
Elevator	$195	$222	$261				

QUESTION: How are utility costs handled in the Section 8 program?

ANSWER: Utilities may be included in the monthly rent or may be billed directly to the family. If the utilities are paid by the family, the rental price of the unit plus an "allowance for utilities," derived from a standardized schedule, cannot exceed the HUD established Fair Market Rent for a unit of that bedroom size and structure type.

QUESTION: Can rental increases be obtained through the program?

ANSWER: Yes. HUD adjusts its Fair Market Rent levels on a yearly basis to reflect changes in the private rental market. The owner can request an adjustment equal to the percentage change in FMRs. Also, special adjustments can be made which reflect extraordinary increases in such items as property taxes or utility rates.

QUESTION: What kind of assistance will the Housing Authority provide for a family?

ANSWER: The Public Housing Agency offers program counseling and information on an individual or group basis. Assistance is provided in determining general locations of acceptable rental units, qualifying for the program, and as otherwise needed.

QUESTION: How is elegibility determined in order for a family to participate in the program based on its annual income?

ANSWER: Families with annual incomes below the following limits are elegible to apply for assistance under this program. There are no minimum income limits. Furthermore, certain deductions from gross income, such as unusual medical expenses and child care costs, are permitted in the determination of the family's monthly rental contribution.

Household Size	Income Limit
1	$ 9,900
2	$11,350
3	$12,750
4	$14,150
5	$15,050
6	$15,950
7	$16,800
8 or more	$17,700

QUESTION: Will each family which qualifies under these income limits be able to receive assistance under the program?

ANSWER: Generally, families are assisted on a greatest need basis, and the total number of families which can be assisted depends on the amount of money available. The PHA may also establish certain priority categories in its program.

QUESTION: What types of priorities may the PHA establish?

ANSWER: The establishment of priority categories is left to the discretion of the PHA. For example, the PHA may wish to assist families which currently occupy substandard housing units before helping those families who live in decent, safe, and sanitary units. The PHA also may give priority to households on their waiting lists. Families should contact the City of San Diego Housing Authority directly to inquire about its particular priority criteria.

QUESTION: Must a family currently live in a city or county to be eligible to apply for assistance there?

ANSWER: Not necessarily. If your family lives in one community but has a household member currently working or recently hired to work in another locality, you are eligible to apply for assistance in both areas. However, your application will still be subject to the individual priority criteria mentioned above.

QUESTION: Where can information regarding this program be obtained?

ANSWER: If you are interested in receiving assistance or you are a landowner interested in participating in this program, contact:

San Diego Housing Authority
Spreckles Building
121 Broadway, Suite 442
San Diego CA 92101
(714) 236-5567

RESOURCES

Access San Diego: Keys to Independence, The Community Service Center for the Disabled, San Diego CA, recommends the following selected list of printed information on housing for the disabled.

Carry, Jane Randolph, How to Create Interiors for the Disabled, Pantheon, New York NY, 1978.

Chasin, Joseph, Home in a Wheelchair, Paralyzed Veterans of America, Washington DC, 1977.

8 Facts About Section 8, United States Department of Housing and Urban Development, Washington DC.

Hodgeman and Warpeha, Adaptations and Techniques for the Disabled Homemaker, Sister Kenny Institute, Minneapolis MN.

Housing for the Handicapped, United States Department of Housing and Urban Development, Washington DC.

Laurie, Gini, Housing and Home Services for the Disabled, Harper and Row, New York NY, 1977.

Mealtime Manual for the Aged and Handicapped, Institute of Rehabilitation Medicine, New York NY.

Meredith, Diane and Olson, Sharon, Wheelchair Interiors, National Easter Seal Society, Chicago IL, 1973

Thompson, Marie McGuire, Housing for the Handicapped and Disabled: A Guide for Local Action, National Association of Housing and Redevelopment Officials, Washington DC, 1977.

Wheelchair Bathrooms, Paralyzed Veterans of America, Inc., Washington DC.

The Wheelchair in the Kitchen, Paralyzed Veterans of American, Inc., Washington DC.

TRANSPORTATION

Transportation in Southern California is a major issue for the entire population due to limited fuel supplies and the vast distances that people in the area travel for work and recreation. There is no mass-transit system for the public that can be found in the eastern cities. Rather, the emphasis here is more on private vehicles. Disabled persons with private vehicles share most of the same problems experienced by able drivers such as: maintaining their car, paying for the gasoline, and buying insurance. The problem disabled drivers do not share with able drivers is finding available handicapped parking. Because able drivers often park in the marked spaces for the handicapped, it is difficult for handicapped drivers to park near stores, banks, and offices.

The disabled persons who do not have their own transportation have severe limitations to their mobility. They must rely on others which greatly decreases their independence. This chapter addresses the transportation problems that were identified by the "Survey of the Consumer Needs of Persons with Disabilities" by presenting: (1) results of the survey; (2) recommended solutions to the identified problems; (3) suggested activities for experiences as consumers of transportation; and (4) additional resources.

SURVEY RESULTS OF DISABLED PERSONS' TRANSPORTATION NEEDS

Four hundred and thirty-one disabled persons and 228 able-bodied persons answered the Survey of Consumer Needs' three questions about transportation. The questions with a summary of the most frequent responses are presented below:

1. *What limitations are there to your mobility?*

   Most disabled persons respond that the cost of private transportation and the lack of accessible public transportation limit their mobility.

2. *What is your major means of transportation?*

   Nearly two thirds of the disabled persons responding to the survey have their own vehicle. One fourth rely on someone to drive them and only one tenth use public transportation. Almost all of the able persons have their own vehicle.

3. *Do you own, lease, or borrow the vehicle?*

   Nearly all of the disabled persons with access to a private vehicle own the vehicle as opposed to borrowing or leasing it.

Based on the results of the survey, the transportation problems of greatest concern to disabled persons include the following: (1) available public transportation and, because money is an important factor for disabled persons with limited budgets, the cost of public transportation.

CONSUMER INFORMATION ON TRANSPORTATION AND TRAVEL FOR DISABLED PERSONS

The information on transportation is presented in two sections. The first discusses the available local transportation within the county and the second discusses available long-distance travel beyond the county.

Transportation

There are several options for local transportation for persons in a wheelchair. These options include: (1) city buses; (2) publicly and privately owned door-to-door service; (3) light-rail transit (trolley); (4) taxicabs; and (5) car pools. Each of these systems is discussed below with an emphasis on the services available in San Diego County.

1. City buses: It would be ideal if all buses had lift equipment. However, due to the expense involved, buses that are lift-equipped are assigned only to bus routes serving the greatest population of disabled persons. Unfortunately, some routes have no buses with lift equipment.

   At present, the San Diego Transit Corporation (SDTC) is implementing a handicapped and elderly persons transportation plan with lift-equipped buses on 18 routes. According to the plan, lift-equipped buses will run hourly on those routes with the greatest demand. In other words, neighborhoods with the greatest number of elderly and disabled persons will be served by lift-equipped buses. SDTC makes the following recommendations for disabled persons in wheelchairs seeking public transportation.

   a. When looking for housing, make sure the new home is on a bus route served by lift-equipped buses. You can do this by telephoning the local transit office located under "Bus Lines" in the yellow pages of the telephone directory.

   b. Determine when you will need public transportation on a regular basis. For example, if you are taking night classes, be sure the lift-equipped buses are running at night.

   c. Allow plenty of time to arrive at the destination. Many disabled SDTC riders commented on the length of time it took to ride the bus. Realize that it does take time and plan ahead.

   d. Travel at non-peak hours to reduce costs. The peak work hour times are before 9:00 a.m. and between 3:00 and 6:00 p.m. The cost at the peak time is $.80 for local buses (they make frequent stops) and $1.00 for express buses (they make fewer stops). Non-peak hour fares are $.40 for elderly and disabled riders. You need exact change in coins and remember that prices may change.

   e. For the most cost-effective use of public transportation, obtain a monthly pass. To qualify for an identification card to make you eligible for reduced rates, bring a statement from a physician or rehabilitation center showing the nature and duration of the disability to the following address on Tuesday, Wednesday, or Thursday, between 10:00 a.m. and 2:00 p.m.: San Diego Transit Corporation, 100 16th Street, San Diego CA 92101. For residents of San Diego, the cost of a monthly pass is $10.00. For persons not residing in San Diego, the cost is $15.50 per month. Prices may change.

f. When first using the life-equipped buses, bring an able-bodied friend for assistance until the procedure is mastered. If you don't have a companion, other passengers will probably help. When the lifts were being tested, disabled passengers were frequently assisted by other passengers.

g. A draft of the brochure from SDTC on using the lift-equipped buses is located at the end of the chapter (pages 39-43). Use it to acquaint yourself with the service.

h. Study the routes given on the map at the end of the brochure to determine if there is a lift-equipped bus near you.

i. Each bus holds only one wheelchair, so do not plan to travel with friends in wheelchairs. More spaces could not be provided on the bus because each allowable space for a wheelchair takes up the space of two-three regular seats.

j. Lift-equipped buses do not serve all of the bus stops on a route. Some stops are inaccessible or have obstructions or severe slopes that would not accommodate a wheelchair. Bus stops that are served with lift-equipped buses are marked with the international symbol for handicapped.

k. If a bus does not have lift equipment, a disabled person can be carried onto the bus by an attendant and put into a regular seat. The folded wheelchair can be left in the front of the bus. There must be someone at the end of the ride to help the disabled person out of the bus. SDTC bus drivers are not allowed to leave their seats to assist.

2. Door-to-door transit service: The door-to-door transit system most often uses a shared ride concept, not a taxicab. Riders are picked up at their door and are dropped off at the door of their destination. Other passengers are picked up along the way.

There are several door-to-door transit services in San Diego County. The lift-equipped public services include San Diego Dial-A-Ride, north county Lifeline, Chula Vista Handytrans, and east county Wheels. The Community Service Center for the Disabled has limited service available. Each of the county's door-to-door services is discussed below.

a. San Diego City Dial-A-Ride (232-6871 for information)

- Dial-A-Ride provides nonemergency curb-to-curb transportation within the City of San Diego from 8:00 a.m. to 6:00 p.m., Monday through Friday. Disabled persons of any age and frail elderly adults who (1) do not have a car; (2) cannot use transit buses; and (3) have income less than the area median ($12,000 per year for one person) are eligible for Dial-A-Ride service. The service is primarily provided by local taxicab companies participating in the program. Passengers who do not need specialized equipment call the participating provider of their choice. Passengers who require a lift-equipped vehicle are served by Wheels (under contract with the City of San Diego). A list of taxicab companies and other providers accepting Dial-A-Ride coupons and their rates is available to eligible riders.

- Registration: To register and receive a Dial-A-Ride Identification Card, mail the registration application to the Dial-A-Ride office, 1970 B Street, San Diego, CA 92102. Riders are required to show their identification card whenever they use Dial-A-Ride service.

- Fare: Dial-A-Ride passengers p[illegible] the taxicab or van driver with coupons. Passengers are charged the posted rates.

- Coupons: The City of San Diego Dial-A-Ride sells coupons to registered eligible citizens. Up to $32.00 worth of coupons can be purchased each month for $8.00-$12.00. Persons who must use a wheelchair are eligible to purchase up to $68.00 worth of coupons each month. Two months' worth of coupons may be purchased at one time.

- Service requests: Most providers will send a vehicle soon after they are called. You may be able to reserve a ride in advance. Call the provider prior to the scheduled pick-up time to make reservations.

- Staff from Dial-A-Ride made the following recommendations for passengers:

  -- Your cost can be reduced if you are willing to share your ride. Make your reservations in advance if you want to share your ride.

  -- Be ready to be picked up before the reserved time. There is a charge for a waiting time.

b. North County Lifeline (726-1111), San Dieguito area (436-5632)

- For disabled persons unable to ride a fixed-route bus, Lifeline offers dial-a-ride services five days a week from 7:00 a.m. to 7:00 p.m.

- Make reservations for medical trips 48 hours (two days) in advance and all other trips 24 hours in advance.

- The priorities placed on providing transportation are: (1) trips for medical purposes and therapy; and (2) shopping for food.

- The cost is $1.00 per trip and $.50 to cross zones. There are four zones.

- Submit an application for using Lifeline transportation.

  -- Call Lifeline for an application.

  -- Know the size of the wheelchair and include that information on the application. There may be a problem fitting the chair into the van; therefore, the size of the wheelchair is needed.

  -- If the wheelchair is electric, note that on the application as electric wheelchairs require more space.

- Be prepared to wait and include enough time in planning to be picked up and returned.

c. Chula Vista Handytrans (425-7433)

- Services are available Monday through Friday, 8:30 a.m. to 4:30 p.m.

- Users must have been issued an identification card. Call the number on the previous page for an application. Users qualify only if they are unable to use the fixed-route transit system.

- The fare is $.75 per trip. There are discount books available at $6.75 for ten rides.

- Trips for medical purposes have the highest priority.

- Attendants ride free.

- Make reservations 24 hours in advance. Same-day service is only provided when vehicles are available. It is best not to depend on same-day service.

d. East San Diego Wheels (297-3947)

- Disabled persons living in the area have door-to-door service Monday through Friday, 8:00 a.m. to 6:00 p.m.

- Within one zone the fare is $1.00. For trips originating or ending in Zone 2, the fare is $1.50.

- Establish eligibility when making the first reservation. If there is any question of eligibility, be prepared to substantiate a disability with a doctor's statement.

- Disabled persons may reserve a trip up to one week in advance.

e. Community Service Center for the Disabled (293-3500, TTY 293-7757)

The Community Service Center for the Disabled has recently acquired a lift-equipped van. Limited transportation is available Monday through Friday between 10:00 a.m. and 3:00 p.m. by appointment. The center gives preference to its clients and to those unable to use other available transportation.

f. San Diego Association of Governments (236-5300)

The San Diego Association of Governments provides information on transportation and periodically updates literature on avaialable services.

- Contact the San Diego Assoication of Governments for available literature on transportation throughout the county.

- Before making a reservation for transportation, be sure the wheelchair that you have can be accommodated by the vehicle.

g. In addition to the public services, there are also user-financed lift-equipped door-to-door services. These privately operated, user-financed transportation services are listed in Access San Diego. The vehicles are lift-equipped and cost from $17 to $27.50 one way and $1.30 per mile. They have the advantage of not being geographically limited. The user-financed services include the following companies:

Chair There	692-0255
Wheelchair Transport of San Diego	280-2561

3. Light-rail transit (231-1466): The trolley is new to San Diego. Each trolley has been equipped with a lift. Initial problems with the equipment are being analyzed and it is anticipated the lifts will soon be working properly.

The San Diego Metropolitan Transit Board recommends that disabled persons be aware of the following when riding the trolley.

a. There is an accessibility symbol painted on the ground at the station where the disabled person in a wheelchair should wait for the trolley.

b. You should have an assistant with you when first riding the San Diego Trolley to ensure your safety while learning to use the lift.

c. When the trolley stops, the operator asks if the passenger wants assistance. The operator of the trolley is able to help passengers.

d. Roll onto the lift backwards and follow the operator's instructions for using the lift.

e. When on the trolley, position wheels perpendicular to the way of travel and lock them. It is not possible to tie down the wheelchair because there is equipment under every seat which is used to run the trolley.

f. Inform the operator where you want to get off when you board the trolley.

g. Blind and vision-impaired persons should be walked through the station and directed through boarding and exiting on the trolley. The stations are designed for double tracks; however, there are presently only single tracks and entering and exiting procedures are not consistent at each station.

h. Because stations are announced by the driver and are not labeled with signs, hearing impaired should let the operator know where they want to get off the trolley.

i. You can obtain a monthly pass for disabled persons for $10.00 per month. Call the telephone number listed above for more information.

4. Taxicabs: Most taxicabs do not have lift equipment. Some drivers are willing to help lift a person into the taxi, fold the wheelchair, and put it into the car. This, of course, requires a foldable wheelchair. In San Diego, the following services are available to disabled persons who are able to ride taxis and have foldable wheelchairs:

   a. Dial-A-Ride has curb-to-curb service using local taxi companies. Eligible disabled persons call participating companies to arrange transportation. Electric wheelchairs are served by vans. See the "Door-to-door transit service" above for more information.

   b. There are no taxicabs in San Diego with lift equipment.

   c. Drivers, when able, lift a disabled person into the taxi; however, this depends on the strength of the driver.

   d. In San Diego the rate is negotiable. Yellow Cab rates are used as a standard. Therefore, before you go out, call Yellow Cab and ask their rates to determine the fairness of the rate being offered by a driver. Presently the rate is $1.20 for a flag drop and $1.20 per mile.

   e. Port Sunny Taxi Cab Company (569-1950) has been established by a disabled person to provide special services to disabled and older persons. The company picks up only in San Diego. They train their drivers and are willing to help in whatever way possible. The company does not have lift-equipped vehicles, although they do plan to add lift equipment as the company grows.

5. Car pools: There is no systematic, publicly-advertised car pool for disabled persons. Here are a few suggestions for organizing a car pool to work or school or for regularly scheduled recreational activities.

   a. Telephone the Commuter Computer (237-7665). Although no special services have been established for creating car pools for disabled commuters, they recommend that the service be used. Telephone the Commuter Computer and leave information about the time, destination, and telephone number to call. When you are contacted, ask if the vehicle would accommodate a foldable wheelchair.

   b. When riding regularly with someone else, follow some simple rules of courtesy.

      - Always be at the expected location on time.

      - Compensate the driver by paying for gas. Keep in mind that the owner of the vehicle also pays for repairs, insurance, and other maintenance and upkeep expenses. Paying only half of the gas does not cover your share of the expenses. Consider other ways to compensate the driver in addition to paying for a share of the gasoline, such as taking the driver to lunch on occasion or giving a small gift for the car.

      - Remember to thank the driver each time you are transported.

Travel

The following topics are included in this discussion about traveling for disabled persons: (1) using travel agencies; (2) traveling by airline, bus, and/or train.

1. Travel agencies: There is an organization of travel agents developed specifically to serve handicapped travelers. When contacting travel agents, you may want to ask if they belong to the Society for the Advancement of Travel for the Handicapped or similar organizations. The service that travel agencies provide is free to the consumer. They plan entire travel packages and should be able to find appropriate accommodations for disabled customers. There is only one travel agency in San Diego belonging to the Society for the Advancement of Travel for the Handicapped. This agency gave the following information about the services provided by travel agencies and how to best utilize these services.

   a. Contact a travel agent when planning a trip. Indicate the limitations of the disabled person and request hotels with wheelchair accessibility, proper alarm systems for hearing impaired, and such services as a willingness to accept dogs serving disabled patrons. The name, address, and telephone number of a travel agency providing this service in San Diego is given below:

      Anchor Travel — 279-8060
      1631 Garnet Avenue — (TTY) 275-2339
      San Diego CA 92109

   b. Travel agents do not make reservations with Amtrak (train) or Greyhound buses because these agencies work through their own travel agents.

   c. Because travel agents are able to place telephone calls through their toll-free numbers, they can plan trips less expensively than individuals can.

   d. Travel agents prepare an itinerary for the entire trip. Agencies trained to serve handicapped travelers will prepare the itinerary in Braille for blind travelers.

2. Airline travel: Airlines were contacted regarding disabled persons traveling by air. They made the following recommendations.

   a. Make reservations at least 24 hours in advance.

   b. More personnel are needed to accommodate a disabled person. Therefore, when you are making reservations, let the airline know that a disabled person will be traveling.

   c. If there is flexibility in your travel schedule, inform the travel agent and reservation clerk. They may be able to find accommodations that are less crowded or obtain a more direct route.

   d. Determine whether a medical clearance will be needed for the flight.

   e. Inform the reservation clerk of any special dietary needs.

   f. Passengers with hearing disabilities should notify the reservation clerk so that attention can be drawn to important messages such as "fasten your seat belt."

g. Inform the reservation clerk that a wheelchair will be needed at the destination point.

h. If you require a special seat for additional leg room or proximity to the restroom, inform the reservation clerk and make reservations at least two days in advance.

i. When you arrive at the airport, remind the reservation clerk of special needs so that the necessary arrangements can be made.

j. Persons in wheelchairs should expect to be given an airline wheelchair at the ticket counter. Personal wheelchairs will be placed in the baggage compartment. They are the last baggage to be loaded and the first to be unloaded so that they are available when passengers are off the plane. There is no extra charge for the wheelchair as baggage and the disabled person is granted the same baggage allowance as other passengers not including the wheelchair.

k. Disabled persons should check in one hour before boarding the plane to enable airline personnel to take them aboard the plane first and get them situated before other passengers board the plane. Disabled persons are the last persons off the plane to allow other passengers to depart swiftly and to increase the safety of all passengers.

l. Airlines require full fare for an attendant.

m. When checking in at the ticket counter, make sure that arrangements have been made for an airline wheelchair to be at the destination and special arrangements for the return trip have been made.

n. Many airports have jetways from the airport building to the airplane. With a flightchair, it is possible for a disabled person to board the plane, get down the aisle, and into a regular seat. Other terminals do not have jetways. In San Diego's East Terminal, for example, passengers walk out to the airplane, climb the portable stairs, and board the plane. Some airlines use forklifts to bring persons in wheelchairs up to the catering door (where the food is brought onto the airplane) to take their seats. Other airlines use ground crew members to carry disabled persons up the stairs into the airplane. It is safest, therefore, to arrive at the ticket counter at least an hour early.

o. Because it may be necessary for other people to carry you up stairs to board an airplane, it is important to maintain normal weight.

p. Most airlines will not accept persons unable to use the restrooms by themselves unless they are traveling with an attendant. Airline flight attendants are not able to provide such individual service as assisting persons to the restroom. On short flights, this is not usually a problem. Cross-country flights have more restrictions.

q. Persons with a leg in a cast should notify the airlines when making reservations, because there are only a few seats with enough leg room to accommodate their needs.

r. Not all airlines accept persons on stretchers.

s. Some airlines recommend that a disabled person who needs to be carried sit on a folded blanket in case of an emergency. It is easier to lift the person with a blanket than by the shoulders.

3. Bus lines: All of the major long distance bus companies accept disabled travelers. The bus lines recommend that disabled persons be aware of the following:

a. Disabled persons pay regular fare and attendants travel free.

b. Some companies allow their drivers to assist disabled persons boarding the bus at the beginning of the ride and at the destination point, but not at stops in between.

c. The bus stops every four hours for a rest stop and/or meals. There is a restroom on the bus.

d. Disabled persons should buy their tickets early to enable them to be seated before the other passengers.

4. Train: The major passenger rail service is Amtrak. Amtrak can be reached at the following numbers:

Toll-free reservations	(800) 648-3850
TTY - (toll-free)	(800) 523-6590
San Diego	293-6550

There are lift-equipped cars on Amtrak, making it accessible to persons in wheelchairs. Amtrak personnel made the following comments about disabled persons traveling with Amtrak.

a. Reservations are not necessary for trips between San Diego and Los Angeles.

b. For trips beyond Los Angeles, make reservations by calling the toll-free reservation number given above. Notify the reservation clerk of the extent of the disability and whether a lift is needed to board the train.

c. Make reservations at least 24 hours in advance. If assistance is needed, ask the reservation clerk to notify the destination point and request assistance while you are on the line. Although the reservation clerks are usually on the east coast and are not familiar with every station; they are able to look up the information about accessibility of the stations.

d. Inform the reservation clerk of any dietary specifications.

e. For the San Diego to Los Angeles route, persons in wheelchairs board on the cafe car where there is room for wheelchairs.

f. If traveling with an attendant, make a reservation for the attendant and request the special price for the attendant.

g. For discounts, present documentation of disability.

ACTIVITIES

These activities are designed to increase your exposure to travel facilities and to all forms of available transportation and travel facilities.

Transportation

The forms of transportation presented in this chapter included city buses, door-to-door transit service, light-rail transit (trolley), taxicabs, and car pools. Suggested activities are given below for each.

1. City buses: These suggested activities are based upon the recommendations of the San Diego Transit Corporation.

   a. Find out if your city has lift-equipped buses. In San Diego, the telephone number is 233-3004, TTY 234-5005. Find out how bus stops for lift-equipped buses are identified.

   b. Plan a bus trip from one point on a map of the city to another that is five miles or more. Determine the amount of time it will take you to leave, make connections, and return.

   c. Make the bus trip.

   d. Telephone the bus company and request a copy of the brochure for riding the lift-equipped buses.

   e. Keep up to date by requesting the most recent literature on taking the bus. As routes change, the routes for lift-equipped buses may also change.

   f. Find the bus stops closest to your home, school, and work that are served by lift-equipped buses.

   g. Plan a bus trip between home and school.

   h. Determine how far north, east, west, and south the accessible buses travel.

   i. Obtain a monthly bus pass and practice taking the bus everywhere possible. Remember to have some assistance the first time.

   j. Call the local transit company (in San Diego, 233-3004) for copies of time schedules of routes you will most like to use. To read the time table, follow these steps:

      - Tell the person answering the telephone from the transit company the names of the cross streets nearest your home.

      - Give your destination and ask which bus you should take.

- Ask where to catch the bus. Be sure to find out which side of the street to wait on . You will probably be told to catch the bus on the corner of two cross streets.

- Request a time schedule for that bus or pick up a schedule when riding the bus. They are usually placed near or in front of the bus.

- Only strategic stops are listed on the schedule, so ask the information operator from the transit company or the bus driver which of the stops is closest to you.

- Be sure to read the headings on the lists of times. Some schedules are for weekdays, some are for Saturdays, and others are for Sundays. In one table, times are given from the beginning of the route to the end; in a second table, times are given from the end of the route to the beginning. A table also gives each strategic stop with a list of the times the bus stops there.

  If your desired stop is not a strategic one listed in the schedule, try to estimate when the bus would arrive at your stop by looking at the time schedule for both the strategic stop before yours and the one after yours. Estimate where, in time, yours falls in between.

k. Be sure to get to your stop with enough time to board the bus as soon as it comes to a complete stop.

2. Door-to-door transit: Follow these activities to increase your knowledge and experience with door-to-door transit.

   a. Find the telephone numbers for the local door-to-door transit companies under "Bus Lines" in the yellow pages of the telephone directory. In San Diego, call Dial-A-Ride.

   b. Telephone the service and establish your eligibility.

      - Ask what you have to do to obtain eligibility and ask that an application be sent to you.

      - Establish what verification is needed to determine eligibility.

      - Determine if an identification card will be issued.

      - An application for San Diego Dial-A-Ride is given on page 37 at the end of this chapter. Complete this application.

3. Light-rail transit: Follow these suggested activities for riding the San Diego Trolley.

   a. Telephone the offices of the trolley to determine whether lifts have been repaired. The telephone number is 231-1466.

   b. Request a schedule and ask which station is closest to you.

   c. Take a ride on the trolley as soon as lifts are working.

   d. Plan and implement a trip, coordinating Dial-A-Ride, buses, and the trolley.

   e. Identify the means of obtaining a pass, complete the necessary steps, and submit the information if and when the trolley would be useful to you.

4. Taxicabs: For disabled persons who can fold their wheelchairs and ride taxis, the following activities are recommended:

   a. Look up "Taxi Cabs" in the yellow pages of the directory and call a few to ask about fees and the services provided for disabled riders.

   b. Telephone Yellow Cab for fees. Compare prices and determine which company is the most economical for the services provided.

5. Car pools: Follow these activities to familiarize yourself with car pooling options.

   a. Look up the local commuter car pool information service in the yellow pages under "Car Pool Information Service."

   b. Telephone the Commuter Computer Services. In San Diego, call 237-7665 and ask what services are available for disabled persons and what arrangements can be made.

Travel

These activities will increase your awareness and effective use of travel agencies, airlines, buses, and trains.

1. Travel agencies:

   a. Look up "Travel Agencies" in the yellow pages of the telephone directory and call a few of the numbers listed.

   b. Ask if the travel agency belongs to the Society for the Advancement of Travel for the Handicapped or a similar organization.

   c. Ask if they provide special services for the handicapped.

   d. Request that they send brochures on traveling for disabled persons.

   e. In San Diego, telephone Anchor Travel to request a speaker who is a seasoned, disabled traveler, to talk to the class or group on travel.

2. Air Travel:

   Look up "Airlines" in the yellow pages of the directory and call a few to ask about services for disabled persons on their airlines.

   - How far in advance must reservations be made?

   - Must an attendant be along? What is the cost?

   - What happens to the wheelchair?

   - How does a disabled person board the airplane?

3. Buses:

   Look up "Bus Lines" in the yellow pages of the directory and call a few to ask the questions listed above.

4. Trains:

   Telephone Amtrak and ask the above questions.

APPLICATION

City of San Diego

DIAL-A-RIDE PROGRAM

Mail completed form to: **DIAL-A-RIDE**
1970 B Street
San Diego, CA 92101

Name _____ Date of Birth _____
Last First Middle

Address _____
Street Apt. No. Zip

☐ Male ☐ Female ☐ Married ☐ Single

Specific reason you are unable to use transit buses _____

_____

_____

Is this condition permanent _____ Temporary _____
How Long?

Are you confined to a wheelchair? _____

Do you or your spouse have an automobile? _____

Doctors Name _____

Doctors Address _____
(A form will be sent to your doctor to verify your disability)

Income
- ☐ $ 0–$ 5,000
- ☐ $ 5,001–$ 7,000
- ☐ $ 7,001–$ 9,000
- ☐ $ 9,001–$12,000
- ☐ $12,001–$15,000
- ☐ $15,001–$17,000
- ☐ $17,001 & Up

Special Circumstances:

_____

_____

How often would you use Dial-a-Ride?

- ☐ 4 times a week
- ☐ 3 times a week
- ☐ 2 times a week
- ☐ 1 time a week
- ☐ 1 time a month
- ☐ 2 times a month
- ☐ 3 times a month

For which of the following reasons do you use Dial-a-Ride:

- ☐ Medical Appointment
- ☐ Grocery Shopping
- ☐ Education
- ☐ Work
- ☐ Recreation
- ☐ Other _____

How many miles of Dial-a-Ride service would you use in a month? _____

I understand that Dial-a-Ride is for persons with disabilities that prevents them from using transit bus service, and verify that the above information is correct. I authorize my personal physican to release the information necessary to determine my eligibility for Dial-a-Ride.

_____
Signature

_____
Date

WHEELCHAIR LIFT BROCHURE

BEFORE YOU RIDE

San Diego Transit has 65 buses equipped with modern wheelchair lifts to make bus travel a convenient reality for the disabled. Using the lifts is not a complicated procedure. It's a safe and easy way to travel and opens new horizons of fun and adventure to you.

WHEELCHAIR LIFT SERVICE IS FOR WHEELCHAIR USERS ONLY

No one else may ride on the lift. Persons on crutches or who use walkers or other ambulatory aids may not use the lift. Each wheelchair lift-equipped bus has only one tie-down area. If this area is occupied by another wheelchair passenger, the second wheelchair user wishing to board the bus will only be allowed to do so if he or she can transfer to a bus seat and collapse his/her chair. This policy is necessary to ensure all passengers' safety.

Our drivers have undergone special training to ensure that your travel will be enjoyable. You can help yourself to this new and exciting travel option by reading this booklet carefully. A complete list of the routes operating lift service can be found at the end of this brochure.

Welcome aboard!

ASSISTANCE

For your comfort and convenience we suggest that you ask a friend or relative to travel with you the first time you use the lift to be sure you can comfortably handle all aspects of bus riding. Bus operators are unable to assist in any other way than giving verbal directions about lift operation.

SIGNALING THE BUS

Lift-equipped buses stop only at certain bus stops. These are designated with the international symbol for such service. It looks like this:

This symbol is prominently displayed on the metal pole supporting the bus stop sign. If you have questions about whether a particular bus stop is served by a lift bus, call 233-3004 for details.

BEFORE BOARDING

Simply be at the appropriate bus stop several minutes before the scheduled arrival time of the bus and when the bus arrives the driver will stop for you. Be sure to stay well back from the curb. The lift platform, which actually is formed by mechanically unfolding the front stairs, is a large device and you must stay clear of it until the driver is ready to board you.

THE COST

Attendants or others accompanying wheelchair passenger: $.80 local, $1.00 express. Wheelchair passenger: $.40 local or express (non-peak), $.80 local (peak), $1.00 express (peak). Please have exact fare ready when you board. Fares must be paid in coin. Our fare boxes, unfortunately, are not equipped to handle dollar bills, Susan B. Anthony dollars, or silver dollars.

TO BOARD

Once the bus has stopped and the lift is unfolded at ground level, the driver will talk you through the boarding procedure. Rules prevent the driver from leaving the driver's seat to assist. Thus, ask for a repeat of any instruction you don't understand. When signaled to board:

1. Pull backward on the lift to the metal barrier and lock your wheelchair brake.

2. Place your hands in your lap, keep elbows close to your body.

3. As the lift rises, make sure your head will clear the door jamb.

4. When the lift reaches entry level, the metal barrier will drop. Release your wheelchair brakes, enter the bus, and pay your fare.

GETTING SEATED

The wheelchair seating area is a space created by lifting a jump seat that runs parallel to the length of the bus and the first forward-facing seat on the bus. To create the seating area:

1. Wheel into position alongside the jump seat. Pull forward on the black knob under the seat, and push the seat bottom up until it locks in the upright position.

2. Turn and face the bench seat. Pull forward on the black knob under this seat and push upward until it locks into place. The seating area will accommodate most wheelchairs.

USING THE TIE-DOWN

A locking device that immobilizes your wheelchair during travel has been provided for your safety. It's called a "tie-down" and it's easy to use.

The tie-down is located in the lower corner of the underside of the bench seat near the window. It's a metal jaw that holds the left rear wheel of your chair in place.

To use the tie-down, turn your chair around and back into the space so that your left rear wheel fits into the metal jaws. If the jaws are closed, just push down firmly on the black knob and they will open easily. Back in smartly and the jaws will close around the wheel automatically. When the jaws lock, secure your wheelchair brakes.

USE YOUR SEAT BELT

The wheelchair seating area is equipped with a seat belt. YOU MUST USE THE SEAT BELT. The driver cannot proceed until the belt is buckled around you and your wheelchair. (Again, the driver cannot assist you in securing the belt due to regulations. A friend or other passenger can assist.)

Simply insert the seat belt into the buckle until it clicks. Pull on the belt to make sure it's secured properly.

SIGNALING YOUR STOP

A signal pull cord has been provided at wheelchair height on the left wall of the bus. Simply pull the cord to signal for your stop. Please signal at least one block before you wish to exit. The driver will let you out at the appropriate place.

LEAVING THE BUS

After the bus has come to a complete stop:

1. Release the seat belt.

2. Release the tie-down by pushing on the black knob.

3. Release your wheelchair brakes and move to the doorway.

4. At the driver's signal, move to the forward barrier and apply your wheelchair brakes.

5. As the lift moves you from the bus, again watch your hands, elbows, and head. Keep your hands in your lap and elbows close to your body.

6. Once the lift has reached the ground and the barrier has dropped, release your wheelchair brakes and wheel forward clear of the lift.

Congratulations...you've just completed your first wheelchair lift solo!

IN AN EMERGENCY

Our wheelchair lifts will carry a passenger-wheelchair load of 600 pounds. They are strong and dependable. A network of safety systems automatically locks the brakes on the bus and further disables the vehicle to prevent if from moving when the lift is in use.

Should a mechanical problem occur while you're on the lift, STAY PUT AND REMAIN CALM. A radio-dispatched service team will reach you in minutes to solve the problem.

A SPECIAL NOTE OF THANKS

San Diego Transit wishes to thank members of the SANDAG Elderly and Handicapped Advisory Committee. Members of this group worked with us tirelessly to help us bring safe, dependable mass transit services to the disabled in San Diego County.

FREE BROCHURES

For more information or to request additional copies of this brochure, please call 233-3004.

WHEELCHAIR ACCESSIBLE ROUTES

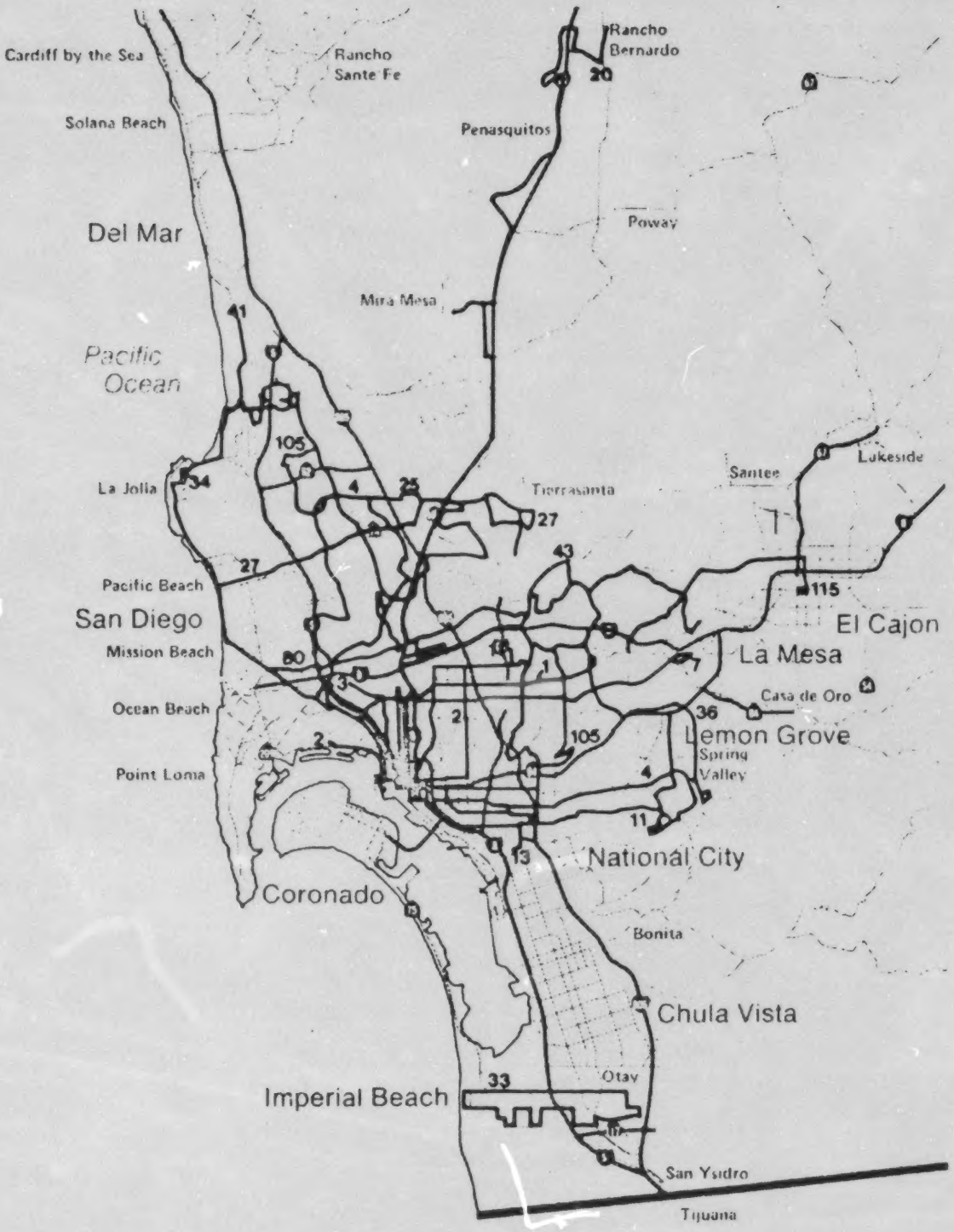
To determine which buses have lift service, please check the passenger time tables or call Telephone Information at 233-3004. Each accessible route has the international accessibility symbol on the cover of its time table. Specific trips which have the lift service are marked with an " " on the time table.

Routes scheduled for hourly lift service beginning September 13 and 14, 1981 are:

Route 1	Downtown & 49th & Adams, via El Cajon Blvd.
Route 2	SD International Airport & 30th & Adams, via Downtown
Route 3	Mission Hills & 45th & Logan, via Downtown
Route 4	Clairemont & Lomita Village, via Downtown
Route 7	Downtown & La Mesa, via University Avenue
Route 11	SDSU & Kensington, via Downtown & Southeast San Diego
Route 13	SDSU & Southeast San Diego
Route 20	Rancho Bernardo & Downtown, via Fashion Valley (express)
Route 25	Downtown & Kearny Mesa Industrial Park & Clairemont, via Fashion Valley
Route 27	Tierrasanta & Pacific Beach, via Balboa Ave.
Route 33	Otay Mesa & Imperial Beach
Route 34	UCSD & Downtown, via La Jolla
Route 36	70th & El Cajon & Spring Valley, via College Grove
Route 41	UCSD & Fashion Valley, via Genesee (bicycle service)
Route 43	Allied Gardens & Downtown, via Fashion Valley
Route 80	Pacific Beach and SDSU, via Fashion Valley (bicycle service - express)
Route 105	University Towne Centre & SDSU, via Downtown
Route 115	Downtown and Civic Center in El Cajon, via El Cajon Blvd., SDSU, and San Carlos

Route 13 may be discontinued due to lack of usage. Route 35 (Downtown to Ocean Beach) may be added.

WHEELCHAIR ACCESSIBLE ROUTES



RESOURCES

Access San Diego: Keys to Independence, The Community Service Center for the Disabled, provides the following selected list of guides for the disabled traveler.

Access Amtrak: A Guide to Amtrak Services for Elderly and Handicapped Travelers, National Railroad Passenger Corporation, Washington DC.

Access Travel: Airports, United States Department of Transportation Federal Aviation Administration, Washington DC.

Air Transportation of Handicapped Persons, Federal Aviation Administration, Department of Transportation, Washington DC.

A List of Guides for Handicapped Travelers, The President's Committee on Employment of the Handicapped, Washington DC.

Annand, Douglas R., The Wheelchair Traveler, Ball Hill Road, Milford NH.

Carriage of the Physically Handicapped on Domestic and International Airlines, United Cerebral Palsy Associations of New York State, Inc., New York NY.

Consumer Information About Air Travel for the Handicapped, Trans World Airlines, New York NY.

The Handicapped Driver's Mobility Guide, American Automobile Association, 1981, Traffic Safety Department, 8111 Gatehouse Road, Fallschurch VA 22047.

Helping Hand Service for the Handicapped, Greyhound Lines, Phoenix AZ.

Highway Rest Area Facilities Designed for Handicapped Travelers, President's Committee on Employment of the Handicapped, Washington DC.

Holidays for the Physically Handicapped, Center Council for the Disabled, London, England.

Let's Travel San Diego, The California Department of Transportation, San Diego CA.

Many Roads: A Guide for Wheelchair Users, Everest and Jennings, 1803 Pontino Avenue, Los Angeles CA 90025.

Motel List, Paralyzed Veterans of America, Inc., Washington DC.

Motels with Wheelchair Units, National Easter Seal Society, Chicago IL.

National Park Guide for the Handicapped, Government Printing Office, Washington DC.

Newbury, Karen, International Clearing House on Travel by Disabled Persons, The Central Bureau of Educational Visits and Exchanges, London, England.

Resource Guide to Literature on Barrier-Free Environments, Architectural and Transportation Barriers Compliance Board, Washington DC.

Seeing Eye Dogs as Air Travelers, Information for Airlines Personnel, The Seeing Eye, Inc.

Travel Concessions for Blind Persons, American Foundation for the Blind, New York NY.

Travel Tips for the Handicapped, Department of Commerce, United States of America.

PURCHASING GOODS AND REPAIR SERVICES

Disabled persons enter the marketplace at a later age than able persons. Parents and teachers are not as likely to take disabled students shopping to expose them to the marketplace due to the additional time it takes to manage a wheelchair. Furthermore, disabled young people are less likely than able young people to have a job which provides them with an income to go into the marketplace to buy a car, stereo, records, or clothes. These experiences prepare young people for their role as responsible adult consumers. Even when they do have jobs, disabled persons earn less income than able persons and they have the added burden of medical and special equipment costs. Due to these expenses, they have less money for making other purchases.

Because consumer skills in the marketplace are closely related to independence, this chapter addresses the problems of buying goods and repair services that were identified by the "Survey of the Consumer Needs of Persons with Disabilities" by presenting: (1) results of the survey; (2) recommended solutions to the identified problems; (3) suggested activities for experiences as consumers in the marketplace; and (4) additional resources.

SURVEY RESULTS OF DISABLED PERSONS' NEEDS IN PURCHASING GOODS AND REPAIR SERVICES

Four hundred and thirty-one disabled persons and 228 able-bodied persons answered the Survey of Consumer Needs' eight questions about purchasing goods and repair services. The questions, with a summary of the most frequent responses, are presented below.

1. *On a monthly basis, which of the following makes the greatest demand on your income (other than housing and food)?*

   Both able and disabled persons report that their vehicle is the single greatest expense beyond housing and food.

2. *What adaptive equipment do you have for your vehicle?*

   The most frequent adaptation to vehicles is to install hand controls. Wheelchair lifts are the second most frequent adaptation.

3. *Which services do you obtain most frequently?*

   Both able and disabled persons report that repair services for their vehicle are obtained most frequently. Disabled persons rank medical services as their second greatest need for service.

4. *What special equipment do you require?*

   Wheelchairs are required more often than any other special equipment. One half of the respondents require a wheelchair.

5. *What problems have you encountered with equipment repair?*

   The major problem with special equipment repair is that the service costs are high and there are no loaners available while the equipment is being repaired.

6. *How do you usually shop for clothes and household items?*

   Two thirds of the disabled and nearly all of the able respondents shop in stores rather than shop by catalog, shop by telephone, or have someone else shop for them.

7. *Do you experience any barriers to shopping?*

   Disabled persons experience physical barriers more than communication or attitudinal barriers. Very few able persons experience barriers to shopping.

8. *About which topics would you like more consumer information?*

   Disabled persons are most interested in having more information about available special equipment.

Based on the results of the survey, the problems in the marketplace of greatest concern to disabled persons include: (1) purchasing and servicing a vehicle adapted for a disabled person ; (2) purchasing and servicing special equipment; (3) overcoming barriers when shopping; and (4) acquiring information on special equipment.

CONSUMER INFORMATION ON PURCHASING GOODS AND REPAIR SERVICES FOR DISABLED PERSONS

The purpose of this chapter is to present consumer issues relevant to disabled persons. It does not discuss consumer issues, such as buying or servicing a car, that are relevant to the general public. The material below specifically covers the goods and services purchased by disabled persons that would not be purchased by an able person, such as the adaptive devices added to a car.

Purchasing and Servicing a Vehicle Adapted for a Disabled Person

Disabled persons who drive vans and mechanics who specialize in adapting cars and vans make the following recommendations for purchasing and servicing a vehicle:

1. Before buying a car or van: (1) look over the market to determine what appeals to you; (2) talk to a mechanic who adapts cars and vans to identify which vehicles best fit your needs; and (3) shop around to get the best price. For example, if you want a "customized surfer van" and buy it before talking to a mechanic, you may not be able to buy the type of lift you want because it won't fit onto the custom van.

2. Because a mechanic does not know what you need unless you tell him/her, be sure to discuss your equipment needs with him/her in some detail. Prescriptions for special equipment from a doctor or therapist should be supplied whenever possible.

3. Prior to purchasing a vehicle, look at the available special equipment to determine which model best meets your needs.

4. With the assistance of the mechanic and the car salesperson, match the vehicle and the special equipment with your particular tastes.

5. Plan on paying more for insurance because an adapted van has more to insure. Insurance dealers explain that insurance rates are based on age, sex, where the vehicle is driven, past insurance statistics, driving record, and equipment in the vehicle. New drivers should also expect to pay more because they can't qualify for a preferred driver status until six months to two years of driving proves them to be good drivers.

6. Modifications on a van can range from $250 for hand controls to $10,000 for major adaptations. A lift will cost approximately $2,300. Because vans are customized for each disabled person, some will cost more than $10,000.

7. Read and keep the brochures for all the parts on a car or van and be meticulous about following the instructions.

8. Allow at least seven to ten days to adapt a vehicle. A few adaptations will take longer.

9. Mechanics recommend bringing the vehicle in every six months for a systematic check.

10. Check hand controls and the lift for tightness. Ask the mechanic to demonstrate how tight they should be, and check for irregularities. Bring it to the mechanic before something breaks because a broken part often causes damage to other parts. It usually takes longer to repair or replace a broken part than to perform upkeep maintenance on a regular schedule.

11. Keep the parts oiled. Ask the mechanic to show you what needs to be oiled, where it needs to be oiled, and how often this should be done. Ask for a recommendation on what brand of oil or lubricant to use.

12. When repairs are needed, service costs are going to be about $30 per hour. It is extremely important to maintain the vehicle to keep these service costs down. Keep in mind that service costs may increase.

13. For minor repairs, you can save money by going to the shop that installed the adaptations.

14. Most shops guarantee all parts and labor. However, this guarantee applies only to the special modifications and their upkeep. It does not apply to parts of the vehicle, such as the engine, which they do not alter.

15. There are no loaners available when a van or car is being adapted or repaired. Because each van is adapted to meet individual needs, it would be impossible to have a loaner for every person.

Purchasing and Servicing Special Equipment

Wheelchairs are the most frequently used piece of equipment by disabled persons. Wheelchair dealers make the following recommendations for buying a wheelchair:

1. Interview people who use wheelchairs and ask for the following information:

   a. What are the advantages of your wheelchair?

   b. What are the disadvantages of your wheelchair?

   c. What special features does it have?

   d. Would you recommend it?

   e. How expensive was the wheelchair when it was purchased? *(This gives you an idea of what to expect to pay. Allow for economic inflation.)*

   f. What repairs have you needed on your wheelchair?

   g. How expensive were the repairs?

   h. Where do you have the repair work done?

2. Ask doctors and therapists for recommendations.

3. Since there are different types of wheelchairs, be prepared to describe the way in which you will want to use a wheelchair. For example, if you want to use it for athletic events, you should select the wheelchair most appropriate for vigorous activities.

4. Contact several dealers and compare prices. If necessary, dealers will go to the home or hospital of the disabled person to measure for a wheelchair and to identify the kind of wheelchair that is most appropriate for a person's disability and needs. Dealers will also meet with hospital staff and therapists in an effort to select the best wheelchair for a person's use.

5. Once a wheelchair has been purchased, it must be maintained to reduce repair work and to keep it functioning properly. Dealers make the following recommendations regarding the maintenance of wheelchairs:

   a. Read the owner's manual that came with the wheelchair. Follow the maintenance suggestions found within the manual.

   b. Once a week wipe off the chrome and/or metal parts with a wax which contains a cleaner. A car wax containing a cleaner should be appropriate. Don't use abrasive cleaners such as chrome cleaner or kitchen scouring powder. Abrasives scratch the finish which leads to corrosion.

c. At least once a week, wipe down the upholstery with a mild soap and dry it off with a towel. Be sure to get all food from the crevices of the seat. The upholstery will last longer if it is well cared for. A softener for the upholstery can be purchased at an auto supply store.

d. Worn and torn upholstery should go to the repair shop immediately. Otherwise it may not be strong enough to hold your weight.

e. Check pneumatic tires weekly to be sure that they have enough air. At the same time, look for wear on the tire. They should be replaced before they are worn out. Solid tires should be checked for cracks and to determine if they fit tightly to the rim.

f. Make sure that the tires are properly inflated. Carry a pressure gauge (purchased in an auto supply store) and follow the instructions in the owner's manual for the amount of air needed for the tires (usually 55 pounds).

g. Bring in a battery-operated chair approximately every three months for maintenance. If Medi-Cal pays for maintenance, be sure to make an appointment to allow time for payment authorization.

h. Whenever there is an irregularity, take the wheelchair into the mechanic for service. Dealers often mentioned that people wait until something breaks before bringing in a wheelchair. As a result, the length of the repair time is increased.

i. When you are cleaning metal parts, check for breaks and signs of fatigue. When wrinkles and cracks are seen in the metal, have them checked.

j. Check the castors to make sure they are adjusted properly. The castors should fit tightly to allow them to spin without resistance. They should not flutter. If the castors become loose, they tend to lock and stop abruptly. If they are too tight, the wheelchair will be difficult to steer. Check the wheelchair manual for instructions on how to adjust the castors.

k. Ball bearings in the wheels should be clean; the bearings need to be cleaned and packed with grease yearly. For specific instructions for a particular model wheelchair, see the owner's manual.

l. Check the wheels monthly by leaning the wheelchair to the side, spin the free wheel, and then move the still wheel back and forth. The wheel should spin freely and smoothly without wobbling from side to side. If it is loose and wobbly, the axle needs to be tightened. Read the owner's manual for instructions. If the wheel doesn't keep spinning until it slows down naturally, the axle is too tight.

m. Check to see that the wheelchair folds smoothly. Lubricate the moving parts with silicone or paraffin. Do not use oil, grease, or soap. Dirt adheres to these substances and keeps the wheelchair from working properly.

n. Parts which telescope in and out (e.g., the crossbars and center braces) should also be lubricated.

o. A yearly cleaning and lubricating in a shop is recommended for thorough cleaning.

p. Younger people with wheelchairs should be encouraged to avoid curbs whenever possible. When it is necessary to go over a curb, young people should be cautioned to do so slowly. If a wheelchair goes off a curb rapidly and becomes airborne, the forced landing puts a tremendous strain on the wheelchair.

6. There are steps that can be taken at home to increase the longevity and performance of a wheelchair:

   a. Make sure all carpet nails are pounded down flat.

   b. Use carpeting with very little pile. Shag rug pieces can get into the wheelchair's mechanisms to reduce free movement.

   c. Animal hair and human hair can be a problem; therefore, vacuum frequently.

7. Dealers recommend that a customer should allow one day for repair of a wheelchair.

8. The method used to pay for wheelchair repairs can inhibit getting the work done if there has not been proper planning. If the work is being paid for with cash, it is highly likely that the work will be completed quickly. If the shop has to wait for Medi-Cal authorization, it may take longer. Plan ahead by contacting Medi-Cal for authorization.

9. Loaners are provided only when the disabled person can use a standard wheelchair. If the wheelchair for a severely disabled person is being repaired, it is highly likely there will not be an appropriate loaner. Some customers must wait in the shop for hours until the wheelchair is repaired or, worse, leave it in the shop for days without the use of a wheelchair.

Overcoming Barriers When Shopping

Barriers to shopping are found at shopping centers, grocery stores, department stores, and large general stores. Managers of these stores made the following comments about disabled persons shopping:

1. Grocery stores: Managers report that their stores are accessible. However, most of the shoppers in wheelchairs are accompanied by family or friends. Reaching for products on upper shelves and the high, deep baskets present problems for a person shopping in a wheelchair by himself/herself. Safeway stores have specially designed baskets that are lower and easier for disabled persons to push and use for collecting their purchases.

   Managers made the following suggestions for overcoming such problems as getting into the store, pushing grocery baskets, reaching items from high shelves, and checking out:

   a. Know the layout of the grocery store to expedite shopping. The four outer walls are usually stocked with: (1) meats; (2) dairy products; (3) produce; and (4) the check-out lanes. The other supplies are on the aisles in between.

   b. Some managers assign an employee to shop with a person in a wheelchair.

c. Ask for assistance from employees or other shoppers to reach items high on the shelf.

d. Shop in stores with wide aisles and wide areas between the checkstands.

e. The entrance to each store's shopping area differs. In some stores, a person in a wheelchair can go under the bar where the shopping carts are stacked. In others, a wheelchair can fit through a special check-out lane called a pass-through lane. When you enter a store for the first time, pass by all the cashiers to determine if one aisle is wide enough for a wheelchair. If not, then it is necessary to go out the way you came in with the basket and check out from the front of the checkstand.

f. The restrooms in grocery stores are not for public use. Therefore, in most cases, they are not accessible.

g. Most stores are without steps or curbs from the parking lot, so entering is not a problem.

h. In general, stores do not train employees to work with disabled shoppers.

i. In grocery stores with courtesy booths for check approval, managers recommend that you request assistance from the employees assigned to the courtesy booth if you need help when shopping.

2. Shopping centers: The management staff of large shopping centers offer the following information:

a. Persons in wheelchairs generally have little trouble getting into stores located in shopping malls. The stores are at the same level as the walkway and centers with multiple levels have elevators to reach each level. Large department stores with multiple floors also have elevators. The newest complexes have been built to be accessible throughout, including restaurants and restrooms.

b. The larger department stores are more apt to have clear, wide aisles for getting around the store in a wheelchair.

c. Smaller stores may present problems by having numerous racks of clothing to maneuver around. Some stores with dressing rooms which open onto the main floor of the store have doors hung from shoulder-to-knee height. These doors are not long enough for a person sitting down to try on clothes. The width of the door to the dressing room and the size of the dressing room also cause problems in many stores. Call ahead and ask how wide the door is when opened and how deep the dressing room is from the door to the opposite wall.

d. Clerks will assist a person in a wheelchair trying on clothes, but they will not lift a person.

e. There is no need to call a store to announce that a disabled person will be shopping there. It is a good idea, however, to call ahead to verify that the aisles are wide enough, the wheelchair fits in the dressing room, and the store has the merchandise you are looking for.

3. Large general stores: Stores such as K-Mart, Fedmart, and Gemco are very much like grocery stores, except that they carry a wider selection of goods, including clothes, toys, garden, household, automotive, and business supplies. Many of these stores do not have aisles wide enough for a wheelchair to enter the shopping area of the store. Disabled persons need to go to the courtesy booth, usually located near a main entrance, to ask how to enter the store.

   a. When your shopping is completed, pay for your merchandise by going back out the way you came in and going over to a checkstand.

   b. Stores that do not have designated handicapped parking recommend that you park near the front door. Even though this area is a no-parking zone, it is considered to be an appropriate area for handicapped shoppers.

   c. Many disabled persons shop in wholesale discount stores that are located in warehouses where the aisles are wide enough for wheelchairs.

Special Equipment

Every year the California Association of the Physically Handicapped, Inc., conducts the International Abilities Unlimited Exposition in Los Angeles. Many companies that manufacture and sell special equipment display their products. Employers, agencies, and organizations also provide information about jobs, services, and activities.

The Exposition publishes a "Directory Buyers Guide: Latest in Products and Services for the Disabled Around the World" which lists all the exhibitors and their products. The 1981 exhibitors, their addresses, and their products are listed at the back of the chapter on pages 61-64. Write to the companies for a catalog of their products or attend the Exposition given in April. For more information about the Exposition, contact the California Association of the Physically Handicapped, Inc., P.O. Box 22552, Sacramento CA 95822.

For speech or hearing-impaired persons, Pacific Telephone has communication equipment. During May, 1981, Openline, the newsletter for Pacific Telephone Customers published the following article:

> This year, 1981, has been proclaimed by the United Nations as the 'International Year for Disabled Persons,' to encourage and assist the disabled to participate more widely in the life of their society.
>
> Pacific Telephone, in continuing support of this and similar programs, provides special communication products and services to those with a physical disability that limits their use of the telephone.
>
> Such persons can also obtain a 50% monthly discount on this special equipment, by presenting a certified disability form to the company.

Pacific Telephone has a wide variety of special devices designed to overcome physical handicaps, severe or slight. Included are amplified phones, handsets and headsets; bells, lamps and signals; automatic dialing devices that dial numbers at the touch of a button; speaker-phones you can use without lifting the handset; and other communication aids.

The disability certification form is available by phoning your local telephone business office, or your nearest HCAP Center, which has a toll-free telephone and teletype number listed in the Customer Guide pages of your phone directory. Forms are also available on request at your nearest Phone Center Store.

The form must be filled out by your physician or by a California-licensed optometrist, speech pathologist or audiologist, or by a representative of an agency approved by the California Public Utilities Commission.

Later, the following message was included with some Pacific Telephone Company bills sent to customers:

Important News for the Speech or Hearing Impaired and Deaf

Under the provisions of a recent California Public Utilities Commission order, customers who qualify and have the need for telecommunication devices for the deaf (TDD) will soon be provided a TDD.

TDD centers will open progressively on a geographic basis to distribute TDD equipment. TDD distribution will be by appointment only.

Should someone in your household be speech, hearing-impaired or deaf, an informational package is available which explains the qualifications needed to participate in this program, such as providing handicapped certification and being a current telephone subscriber.

You can pick up a package at your local Phone Center Store or you may call the Handicapped Centralized Assistance Point (HCAP Center) or your business office. Their telephone numbers are listed in the 'Customer Guide' section of your telephone directory.

Please contact us today--the TDD Center in your area will only be open for a limited time.

To get the telephone number of the closest business office, look at the "Customer Guide" listed on the first few pages of the white pages of the telephone directory. Look up "Business Offices" and turn to the page listed. The directory lists telephone numbers for the business office by the prefix of residential telephones. The prefix is the first three numbers of your telephone number (not the area code). Look up the desired prefix, call the business office number given for that prefix, and ask for the Handicapped Centralized Assistance Point.

It is important to know that Pacific Telephone will adapt telephone equipment to meet the needs of disabled individuals. A description of these services is found in the "Consumer Guide" under "Disabled people, services for." A field representative will come to your home to design/adapt equipment.

Use the number for the "Disabled Service Center" to obtain further information about specifically adapted equipment. Discounts are available so be sure to ask about them.

ACTIVITIES

The following activities are recommended to increase your consumer skills in the problem areas of purchasing goods and repair services.

Purchasing and Servicing Vehicles

1. Invite the auto shop teacher to talk to the class about the routine maintenance requirements on all cars. Make a checklist of what routine things need to be done.

2. Tour a shop where vehicles are adapted and ask the mechanic about cost, types of special equipment, and expected future equipment.

3. Look carefully every day at the special equipment on the vehicles driven by disabled persons and determine what is appropriate for your needs.

4. Set up a filing system for keeping manuals and brochures on all special equipment so that they are readily accessible. Read them frequently and follow the recommendations for maintenance.

5. List the special equipment required for a van or car you would like to have.

6. Look up insurance companies in the yellow pages under "Insurance." Telephone a sample to find out how much they would charge to insure a van equipped the way you want it. Be sure to tell them if you are under 25.

Purchasing and Servicing Wheelchairs

1. Invite a service mechanic to demonstrate preventive maintenance on a wheelchair.

2. Interview students in class about the advantages and disadvantages of wheelchairs.

3. Bring owners' manuals to class and compare the instructions for maintaining wheelchairs.

4. If you do not have a manual, write to the manufacturer requesting one.

5. Check the tires, wheels, castors, and metal for fatigue and breaks.

6. Wash the upholstery, clean the metal, and lubricate the movable parts.

7. Establish an information filing system for all the manuals, brochures, and information on maintaining a wheelchair. Refer to it often.

8. Call different repair shops to determine the cost of a yearly cleaning and maintenance check. List what each does for a wheelchair and the cost. Decide which shop to take your wheelchair to the next time it needs service.

Overcoming Barriers When Shopping

1. Telephone three large chain grocery stores following these steps:

   a. Ask adults in your neighborhood which stores they shop.

   b. Look up the telephone numbers of those stores in the white pages. The yellow pages list only a few stores for some of the big chain stores. The white pages list all of the stores in a chain. Write down the names and telephone numbers of a few stores.

   c. Telephone the stores and ask the questions listed below:

      - Could you please tell me how a person in a wheelchair enters the store to get to the shelves of food. (Determine if an unusual route is required, such as through a wide checkout lane, which might cause you to disturb other shoppers who are waiting in line.)

      - How does a disabled person get to the items high on the shelves?

      - Do you have low baskets that enable a person in a wheelchair to reach the food put into them?

      - How does a person in a wheelchair check out? (Determine if a wheelchair can get through a checkout lane or if you must go around and check out from the other end of the checkstand. Find out if shoppers are expected to load the groceries from the cart onto the turntable or if the checker empties the cart.

      - Are other people in wheelchairs shopping in the store on a regular basis?

      - How do they conduct their shopping?

2. When shopping with your family, be responsible for adding up the prices to provide an ongoing total of the items to be purchased.

3. Take a grocery list to the nearest chain store and locate each item on your list. Think about putting the items in the basket, pushing the basket, replacing one item with another that might be a better buy (how do you get it out of the basket?), and checking out with your basket of groceries. Consider which brands you will buy and in what size containers.

Here is a suggested shopping list.

1 package of three chicken legs
2 cans of tomato paste
2½ gallons of low-fat milk
1 package of spaghetti
2 cans of tuna fish packed in water
3 bars of soap
1 gallon fruit juice
2 heads of lettuce
6 apples
¼ pound of mushrooms
4 onions

4. Comparison shop in two phases: within one store and between stores.

   a. To comparison shop within one store, look at the price tag on the shelf. It gives the price of the item and the price per pound (or ounce, or for a single item). If you are comparing two brands of granola with similar ingredients, one box is 14 ounces and the other is 18 ounces, and they are a different price, how do you know which is the better buy? The unit price shows the cost per ounce for each box of granola. Knowing which box of granola is more expensive, make your selection. You can then compare brands throughout the store to determine which are more economical and if a sale item is actually a better buy.

   b. Between-store comparison shopping involves shopping in two or more stores and seeing how much each store charges for foods you buy most often. Some stores may be less expensive on some, but not all, of your items. Think about which 20 food items you and/or your family use every week (e.g. milk, bread, hamburger, lettuce...). Make a form or use the Between-store Comparison Shopping List on page 60 to record the costs for each of those items at the stores. Compare the totals for each store.

   c. Determine which store you should patronize using the following criteria:

      - Cost
      - Variety
      - Quality of merchandise
      - Service and reputation
      - Convenience in getting to the store and shopping in the store
      - How well you like shopping in the store; e.g. the people are considerate, you meet friends, the ambiance is pleasant.

5. Make up a week of menus and write down the groceries needed for those recipes.

6. Estimate how much money you would need to buy those groceries.

7. Shop in the store for the groceries, recording the cost of each item. Was your estimate of the total close to the actual cost?

8. Telephone large department stores and discount stores to determine accessibility.

   a. Look up "Department Stores" in the yellow pages of the telephone directory and write down the telephone numbers of a sample of stores, including discount stores.

   b. Telephone and ask how accessible the store is for persons in wheelchairs.

      - Are the aisles in the store wide enough for a person in a wheelchair?

      - Can a wheelchair fit into the dressing rooms? Does it have to make a sharp turn when it is in the dressing room? Will the door close after the wheelchair gets inside the dressing room? Are the dressing room doors full length?

      - Is there a clerk available to assist in trying on clothes?

      - Which department is most likely to have clothes easy to slip on and off, yet have the most economical prices?

      - Where should a person in a wheelchair park for the easiest entry?

9. Look up "Women's Wearing Apparel" in the yellow pages or "Men's Clothing" in the yellow pages and telephone specialty shops to determine how accessible the store is. Ask the appropriate questions listed above.

10. Conduct a one-store and between-store comparison shopping survey for clothes and household goods following the steps listed above for grocery stores.

11. Report results of the comparison shopping to the class.

Available Special Equipment

1. Find the "Customer Guide" in the white pages of the directory.

2. Look up the number for the "Disabled Service Center" and write it down.

3. Look up services provided by finding the page for "Disabled people, services for" and read the description.

4. Telephone the "Disabled Service Center" and ask the following questions:

   a. I would like to know what services are available for disabled persons. What services are available to persons with (your) disability?

   b. What is the cost for the service or product?

   c. How long does it take to get the telephone installed?

5. Write to five companies listed in the directory for the 1981 Exposition to request catalogs and specific products that interest you. Circulate the catalogs among other students.

BETWEEN-STORE COMPARISON SHOPPING LIST

Cost Per Item

Item	Store #1	Store #2	Store #3	Store #4	Store #5
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
TOTAL					

From the 1981 Directory
Buyers Guide

EXHIBITORS
AT THE
1981 INTERNATIONAL
ABILITIES UNLIMITED EXPOSITION

Sponsored by the
California Association for the Physically Handicapped

Abbey Medical
600 South Normandie Avenue
Los Angeles CA 90005
(213) 384-5292
Medical supplies and equipment

ABLE: Aids to Better Living Effectively
14284 Carl Street
Arleta CA 91331
(213) 896-8040
Functional aids and devices, e.g. canes

The Advanced Technology Corp.
P.O. Box 19142
Kansas City MO 64141
(816) 931-7007
Power unit which allows handicapped to stand

AFW of North America
311 Bank of New York Building, Suite 311
Olean NY 14760
(716) 372-2935
Hydraulic lift walls, steel access ramps

Allmino Corporation
Box 629
Fairfield NJ 07006
(201) 227-2502
Special designed kitchen cabinets

American Stair-Glide
4001 East 138th Street
Grandview MO 64030
(816) 763-3100
Stair lifts, wheelchairs

Amigo Sales Inc.
6693 Dixie Highway
Bridgeport MI 48722
(517) 777-0910
Power wheelchair

Acquanaids Incorporated
6315 Shawson Drive, Unit #4
Mississauga, Ontario L5T 1J2
Canada
(416) 678-2590
Swimming pool access

Arjo Hospital Equipment, Inc.
6216 Oakton Street
Morton Grove IL 60053
(312) 967-0360
Hygiene systems

ASSA/West, Inc.
432 228th Avenue S.E.
Redmond WA 98052
(206) 392-7516
Locks and latches

Bowers Companies
430 East Pacific Coast Highway
Long Beach CA 90801
(213) 591-0501
Custom wheelchairs, respiratory care systems

The Braun Corporation
1014 South Monticello
Winamac IN 46996
(219) 946-3647
Wheelchairs, roll-in showers

Canine Companions
P.O. Box 446
Santa Rosa CA 95402
(707) 528-0830
Dogs to facilitate independence

Chair Caddy
P.O. Box 794
Mentone CA 92359
(714) 794-1396
Wheelchair tote bag

Communications Research Corp.
2500 Seattle Tower
Seattle WA 98101
(206) 624-9090
Electronic messages

Crow River Industries
Skyway Plaza Office Bldg., Suite 1
1415 East Wayzata Boulevard
Wayzata MN 55391
(612) 475-2786
Mobility products, e.g. non-hydraulic lifts, door operators

Damaco, Inc.
9612 Lurline Avenue, Unit A
Chatsworth CA 91331
(213) 709-4534
Wheelchair power drives

Data Display Systems
9129 Lurline Avenue
Chatsworth CA 91311
(213) 882-3151
Large type IBM typewriter

Susan Dunham
34 Beacon Hill Drive
East Brunswick NJ 08816
(201) 254-4627
Carrying tray for people using crutches, walkers, wheelchairs

Electra Company
Division of Masco Corp.
300 East County Line Road
Cumberland IN 46229
(317) 894-1440
Cordless telephones

Equalizer Corporation
Box 1296
San Luis Obispo CA 93406
(805) 541-1566
Wheelchairs for active people

E-Z Lift
1032 Palm Avenue
South Pasadena CA 91030
(213) 441-2878, 299-3430
Wheelchair transport

Gryphon Engineering
9152 Sepulveda Blvd.
Sepulveda CA 91343
(213) 984-4414
Portable hand controls

Handi-Ramp, Inc.
Box 745, 1414 Armour Blvd.
Mundelein IL 60060
(312) 566-5861
Ramps, vehicle wheelchair tie-downs

Howard Machine Company
1171 East Ash
Fullerton CA 92632
(714) 738-3933
Wheelchair loader

Independent Transfer Equipment Co.
11602 Knott Avenue, Suite 9
Garden Grove CA 92641
(714) 898-9005
Self-lift transporters

Invacare Corporation
1200 Taylor Street
Elyria OH 44035
(216) 365-9321
Innovative wheelchairs

Jobst Institute, Inc.
653 Miami Street
Toledo OH 43605
(419) 698-1611
Flotation products to eliminate pressure sores

Kedco
1377 West 13th Street
Upland CA 91786
(714) 985-2451
Traction exercise unit

Libin & Associates
907 Hollywood Way
Burbank CA 91505
(213) 845-7488
Physical therapy equipment

Mobility Dynamics
21029 Itasca, Unit D
Chatsworth CA 91311
(213) 993-1026
Van lifts, power seals

M.S.E. Corporation
P.O. Box 241
Sacramento CA 95802
(916) 486-3857
Front fork suspension for wheelchairs

National Bus Sales & Leasing Co., Inc.
6950 Tujunga Avenue
North Hollywood CA 91605
(213) 763-4217
Lift installation and service

Orthopedic Systems, Inc.
Rt. 1, Box 136A
Nelsonville OH 45764
(614) 753-4155
Unicycle mobility device

Pacific Telephone Handicapped
Customer Services
500 East Main, Room 202
Alhambra CA 91801
(800) 242-4565 Voice, (800) 242-4570 TTY
Pacific Telephone Handicapped Services will discuss the specialized telephone needs of the disabled. Adapted telephone equipment and TTY's are available on a monthly rental basis to Pacific Telephone customers. Ask about the 50% discount available on selected telephone equipment.

Pagemate, Inc.
5321 South Sheridan, Suite 23
Tulsa OK 74145
(918) 627-7440
Book holder

Palmer Industries
P.O. Box 707
Endicott NY 13760
(607) 754-1954
Outdoor wheelchairs

Peterik Corporation/ASSA
6572 S.E. Lake Road
Milwaukie OR 97222
(503) 659-8916
Door openers

Possum, Inc.
105 Madison Avenue
New York NY 10016
(212) 689-8125
Environmental controls

Prentke Romich Company
R.D. 2, Box 191
Shreve OH 44676
(216) 567-2906
Electronic communication and environmental controls

PROMAC
12129 Roxie Drive
Round Rock TX 78664
(512) 258-4231
Urinary systems

P.S.P. Medical Rentals Company
501 West Washington Blvd.
Montebello CA 90640
(213) 725-0101
General medical supplies

R.E.B. Manufacturing Co.
State Route 568
Carey OH 43316
(419) 396-7561
Lifts with manual back-up system

Ricon Sales, Inc.
11684 Tuxford Street
Sun Valley CA 91352
(213) 768-5890
Wheelchair lifts

Roho Research & Development, Inc.
P.O. Box 866
East St. Louis IL 62203
(618) 397-1881
Inflatable wheelchair cushion

Solo Products, Inc.
2435 Front Street
West Sacramento CA 95691
(916) 371-6591
Converts wheelchairs from manual to power

Sportswheels
17802 Mitchell
Irvine CA 92714
(714) 540-2800, (800) 432-3302,
U.S. (800) 854-4051
Lightweight wheelchairs

Stainless Medical Products
9389 Dowdy Drive
San Diego CA 92126
(714) 578-6920
Lightweight wheelchairs

Stand-Aid, Inc.
Box 386
Sheldon IA 51201
(712) 324-2153
  Standing position device

Wheelchair Carrier Sales Corp.
P.O. Box 16202
Phoenix AZ 85011
(602) 948-6581
  Top loader for wheelchairs

The Wide One Corporation
3051 East La Palma Avenue
Anaheim CA 92806
(714) 630-7933
  Wheelchair lift

Willie Walker, Ltd.
3139 East Hilldale Avenue
Simi Valley CA 93063
  Walker for persons in wheelchairs

Wilson Wheel & Tire Co.
20969 Ventura Blvd., Suite 9
Woodland Hills CA 91364
(213) 347-5001
  Tires for wheelchairs

Phil Wood & Co.
153 West Julian Street
San Jose CA 95110
(408) 298-1540
  Components for wheelchairs

Wright-Way, Inc.
P.O. Box 40907
Garland TX 75040
(214) 271-2488
  Modifications for vans and wheelchair
  loaders

RESOURCES

Access San Diego: Keys To Independence, Community Service Center for the Disabled, 1295 University Avenue, San Diego CA 92103, 293-3500, TTY 293-7757.

North County Resource Guide for Able Disabled, Lifeline Community Services, 200 Jefferson Street, Vista CA 92083.

Access San Diego lists the following additional resources:

Clothes for the Physically Handicapped Homemaker, Institute of Home Economics, United States Department of Agriculture, Washington DC.

Flexible Fashions, Arthritis Foundation, New York NY.

Hodgemand and Warpeha, Adaptations and Techniques for the Disabled Homemaker, Sister Kenny Institute, Minneapolis MN.

Men's Fashions for the Wheelchair Set, Leineweber Inc., Chicago IL.

1979 Directory Buyers Guide, California Association of Physically Handicapped, Inc., Sacramento CA, 1979.

Vehicle Controls for Disabled Persons, American Automobile Association, Washington DC.

LEISURE AND ENTERTAINMENT

Southern California has the weather and the facilities for residents to become involved with a wonderful variety of leisure activities. These include the water sports available at the ocean and bays, the concerts in civic auditoriums, professional ball games, and restaurants serving foods from a multitude of cultures. There are libraries, interest groups, travel clubs, zoos, parks, campgrounds, and museums that are visited by people from all over the world. Disneyland alone is the second most visited tourist attraction in the world (Disney World is the first). There is so much to do and see in this area that everyone should have interests beyond work and school that are exciting to them. However, disabled persons are not participating fully in these activities.

This chapter addresses the problems identified by the "Survey of Consumer Needs of Persons with Disabilities" that disabled persons have in participating in leisure activities by presenting: (1) the results of the survey; (2) recommended solutions to the identified problems; (3) suggested activities for experiences as consumers of entertainment; and (4) additional resources.

SURVEY RESULTS OF DISABLED PERSONS' NEEDS FOR LEISURE ACTIVITIES

Four hundred and thirty-one disabled persons and 228 able-bodied persons answered the Survey of Consumer Needs' two questions on leisure activities. The questions with a summary of the most frequent responses are presented below.

1. *Which leisure activities do you participate in and how frequently do you participate?*

   Both able and disabled persons watch television and have hobbies more frequently than they participate in any other leisure activity. Disabled persons participate in leisure activites outside of the home less frequently than do able persons.

2. *What barriers do you face when you participate in these activities?*

   One third of both the able and disabled respondents face the barrier of the cost of the activity. In addition, approximately one half of the disabled persons face the barrier of physical obstructions and one fourth face transportation barriers.

Based on the results of the survey, the leisure problems of greatest concern to disabled persons include: (1) physical barriers; (2) transportation; and (3) cost of the activities.

CONSUMER INFORMATION ON LEISURE ACTIVITIES FOR DISABLED PERSONS

There are disabled persons participating in many activities outside of the home. They go to plays, films, concerts, and restaurants, they bowl and watch spectator sports, and they enjoy outdoor recreation such as going to the beach, day and overnight camping, and swimming. These activities are discussed below with recommendations for increasing your access to and enjoyment of each.

1. Plays: Staff at local theaters make the following recommendations for disabled persons who plan to attend a live play:

   a. If you are buying a ticket for an individual play, let the clerk know your limitations to ensure appropriate seating. Hearing-impaired persons need a seat near the stage or the speakers. Blind persons may need to be escorted to their seats. Orthopedically handicapped persons may wish to have a seat on the aisle.

   b. Pick up a ticket for a play early to ensure that your needs will be met. Arriving early benefits both you and the people serving you.

   c. If you subscribe to tickets through the mail, be sure to complete the section on the application asking about "special conditions." If there is no such section, write a note on the application describing any limitations.

   d. Realize that theaters usually have only a limited number of seats for persons in wheelchairs. If you are planning on attending a play with several friends who are also in wheelchairs, it is necessary to verify the availability of seating.

   e. Most theaters have elevators to the balcony, making it accessible to disabled persons.

   f. Theater restrooms are accessible.

   g. If you have any problem finding or reaching your seat, the house manager is available to provide assistance.

2. Films/Movies: The major problem in contacting movie theaters is that the telephone number listed in the newspaper and telephone directory refers to a recording of the film playing, times, and cost. This is important information, but does not inform a disabled person of the accessibility of the theater and where disabled persons are seated. Staff at local theaters and disabled movie fans recommend the following information to would-be disabled movie-goers.

   a. Some of the larger theater chains have removed seats in the back row to make room for wheelchairs. This arrangement makes it difficult for disabled persons to sit near able-bodied friends.

   b. Other theater chains direct people in wheelchairs to the end of aisles, where the wheelchair becomes the last seat in the aisle. (Most disabled persons use the side, rather than center aisles, and hold a small pen-light so the wheelchair can be seen).

   c. Theater managers recommend that disabled persons buy their tickets early so that ushers can admit them into the theater before the rest of the crowd.

   d. Theater staff report that most often a companion lifts the disabled person into a theater seat and stores the wheelchair in the lobby.

e. Disabled persons often prefer to sit near the front of the theater to avoid foot traffic.

f. Restrooms in most movie theaters are accessible.

g. According to staff at the theaters, persons in wheelchairs often can get into a sold-out theater because they bring their seats with them.

3. Concerts: Large, city auditoriums book major popular and classical concerts as well as indoor sporting events. Staff at the two major auditoriums in San Diego, the Sports Arena and the Civic Theatre, make the following recommendations for disabled persons attending events in these auditoriums.

a. Seating is limited to very specific areas and the number of available seats.

- The Sports Arena has two sections for wheelchairs. Each section seats ten wheelchairs and ten attendants.

- The Civic Theatre has six spaces for wheelchairs with seating for companions in front of the wheelchairs. Arrangements can be made in advance for more spaces.

b. Expect to pay for the most expensive or the second most expensive seats.

- Wheelchair seating in the Sports Arena has been limited to the loge area for fire safety. This is the most expensive area.

- The only area of the Civic Theatre accessible to wheelchairs is usually the second most expensively priced seating.

- The actual price of the ticket depends upon the event.

c. Both auditoriums have accessible restrooms.

d. There is handicapped parking for both the auditoriums. The Sports Arena staff recommends parking on the north side of the building where there is a ramp.

e. When reserving or purchasing a ticket, inform the clerk that the ticket is for a person in a wheelchair. If the ticket has not been reserved, call ahead to make sure there are wheelchair spaces available.

4. Spectator Sports: Cities with major and minor league ball teams have large stadiums. Before buying a ticket for the first time, call the stadium to determine its accessibility. The following are recommendations for disabled persons attending games at San Diego's Jack Murphy Stadium.

a. When you purchase a ticket, inform the clerk that it is for a person in a wheelchair. There are specific areas for wheelchairs and tickets need to be purchased for those areas.

b. Obtain a seating chart for the stadium showing where the handicapped seating is and use it to decide where you want to sit. Copies of the San Diego Stadium's seating charts for football and baseball are included at the end of this chapter (pages 77-78).

c. Park in handicapped parking nearest to where you will be sitting. In San Diego, handicapped parking circles the stadium and wheelchairs can pass through all entrances.

d. Try to find seats, such as the first row of an upper level, where your view will not be blocked by excited fans who stand up during a big play.

5. Restaurants: Disabled persons find that there are few barriers to prevent them from enjoying the same variety of meals available to able persons. They provide the following tips:

a. Newer restaurants tend to be more accessible than older restaurants.

b. Conduct your own survey of the accessibility of restrooms in restaurants. Some are inaccessible because of swinging doors or a left turn-right turn approach through narrow vestibules.

c. Some newspaper reviews of restaurants mention accessibility. In San Diego, you can obtain a guide to accessible restaurants, A Step in Time: San Diego Guide for the Handicapped, by calling Community Service Center for the Disabled at 293-3500.

d. Some restaurants, which are inaccessible through the front entrance, direct wheelchairs through the kitchen doors. If you want to eat in a restaurant that is inaccessible through the front door, ask the restaurant staff about other entrances.

e. When going to a restaurant that is new to you, it is better to call ahead and ask how patrons in wheelchairs enter, get to the restrooms, and sit at the table (i.e., does a wheelchair fit under the table?)

f. When going to a restaurant other than a fast-food establishment, it is far better to make reservations. Once you become known to a restaurant staff, you don't need to let the hostess know that a disabled person will be in the party.

6. Bowling: Many disabled persons like to bowl but find it difficult to get a lane without belonging to a bowling league. Managers of bowling alleys make the following recommendations to persons in wheelchairs:

a. Call 24-48 hours ahead to ensure a lane is available and alert staff when assistance is required. The bowling lanes are listed in the yellow pages of the telephone book under "Bowling."

b. Most bowling facilities do not have easily-accessible bathrooms due to a step or stall doors that are not wide enough.

c. Some facilities require a person in a wheelchair to use the fire entrance.

d. Some facilities report that the "customer service" staff person will assist a disabled person. However, other bowlers often help when needed.

7. Outdoor Recreation: Staff at recreational facilities and disabled persons using the facilities have the following recommendations for making your outdoor activities more enjoyable:

   a. Organized recreational activities: Be aware of the recreational activities organized by city and county departments and the clubs and organizations for disabled persons.

      - City and county-organized activities for disabled persons can be found by locating the number for the Parks and Recreation Department in the government section of the white pages of the telephone directory and looking under a listing entitled, "Disabled Services" (or a similar title).

      - In San Diego, the Parks and Recreation Department's Disabled Services Program offers a multitude of physical and social activities for persons with disabilities of all kinds. These activities include:

Softball	Bicycling	Bowling	Dancing
Over-the-line	Volleyball	Plays	Wheelchair football
Roller Skating	Picnics	Day Camp	Aquatic activities
Baseball games	County fair	Trips to Disneyland and Knott's Berry Farm	

      - A calendar is sent monthly to interested disabled persons listing all scheduled events. Most of the activities are located around Balboa Park and Mission Bay.

      - Limited transportation is available through the Recreation Services for the Handicapped. Ask the Disabled Services Program about the transportation.

   b. Beaches: Request information from the city and/or county's aquatic division about available water activities for disabled persons. Follow the instructions given above for finding the number for the aquatic division in the government section of the telephone directory's white pages.

      - In the San Diego County area, the activities on Mission Bay offered through the San Diego Parks and Recreation Department's Disabled Services Program include kayaking, boating, and water skiing for the more physically able (usually 60-70% upper body usage).

      - For day use, Parks and Recreation staff recommend two areas for their sidewalks, accessible restrooms, and beautiful surroundings--Crown Point Shores and East Mission Bay from the Information Center south to the Hilton Hotel.

      - County and city personnel report that there is no beach where a person in a wheelchair can get into and out of the ocean without going through sand.

      - Plans for remodeling Ocean Boulevard in Pacific Beach include view areas where persons in wheelchairs can easily enjoy the view of the ocean without worrying about skateboards, bicycles, and roller skates.

- The Recreation Department at San Diego State University is trying to implement a program to open beaches for handicapped bathers. Cove Bay at Silver Strand on Coronado has been identified because it has the most accessibility with the least amount of retrofitting. The plan is to provide day camping and overnight camping programs in cooperation with agencies servicing the handicapped at a minimum of cost. Project staff hope to pave more of the area where picnic tables are now available. To date, restrooms have been adapted, ramps to the beach and a lift have been installed, and a camping program has been implemented.

  The program has experienced some setbacks. For example, the ramp to the beach was reclaimed by the Marine Corps, which loaned it only on a temporary basis. The major problem at the moment is funding.

  To keep informed of the progress of the Crown Cove project, call:

  Judy Levin 265-5526
  San Diego State University

c. Camping: Facilities are available through most counties and states. There are also national parks for camping. Again, the telephone numbers of the recreation areas, including camping, can be found by calling the recreation and/or park department of these government agencies listed in the government section of the telephone directory's white pages.

- The State of California is developing trails for blind and deaf persons at appropriate camping sites and has retrofitted many facilities to accommodate wheelchairs. To find out what is available, follow these steps:

  -- Look in the front pages of the directory for the government listings.

  -- Find State Government Offices.

  -- Look up Parks and Recreation Department. The departments are in alphabetical order.

  -- What number should you call? It depends on what information you need. If there is a specific park that you would like more information about, call that park. Otherwise, call the Park Information Service. They can help determine how accessible parks are.

  -- Ask if the campground accepts reservations. If it does, tell the clerk or ranger that some campers are disabled. Be sure to make reservations to ensure that the most accessible sites are available.

- The County of San Diego also has a variety of day and overnight camping areas. If interested, call the County of San Diego Parks and Recreation Department. Use similar questions to those listed above, substituting "county" for "state."

c. Are people in wheelchairs required to sit in a regular seat or do they use their wheelchairs?

d. Is the bathroom accessible? Can a wheelchair fit into the stalls?

e. Is the seating for wheelchairs limited to the back of the theater?

4. Look through the newspaper, listen to the radio, and watch television to find advertisements for concerts that are in town and where they are being performed. Write down the telephone number of the auditorium or look it up in the white pages of the telephone directory. Call the auditorium and ask the questions listed above for theaters. Decide whether you would go to the concert considering the following: the cost of the ticket, transportation, and seating arrangements.

5. Look up restaurants in the yellow pages of the telephone directory. Find several restaurants that serve the type of food you like. Telephone them and ask general questions.

a. What hours are you open?

b. Can a person in a wheelchair get from the parking lot to the restaurant?

c. Are there steps in front?

d. Can a wheelchair get through the front door?

e. Can a wheelchair fit under the tables?

f. Can a wheelchair get through to the restrooms? Can it fit through the restroom door? Can it fit in the stalls of the restrooms?

6. Look up bowling facilities in the yellow pages of the telephone directory. Telephone a few to determine which would be the most appropriate lanes for you to use. You may include the following questions:

a. Are the lanes accessible to a person in a wheelchair?

b. Are there parking spaces for the handicapped?

c. How does a person in a wheelchair get from the car to the lanes?

d. Are there steps or curbs?

e. Are there steps to the restroom?

f. Does a wheelchair fit into the restroom and into the stalls?

g. Are there grab bars?

h. Are there sharp turns?

i. Do you recommend making reservations?

-- Wherever possible, restrooms have been retrofitted and the most accessible camping sites (for use by handicapped campers) have been identified. However, those identified sites are not necessarily reserved for the exclusive use of disabled campers.

-- A San Diego County campground (designed specifically for use by able and disabled day and overnight campers) has been planned and is expected to be partially completed by fall of 1982. The Louis A. Stelzer Park near Lakeside will have picnic facilities with some tables for campers in wheelchairs, a challenge course for persons in wheelchairs, asphalt trails for hikers in wheelchairs, and markings for blind hikers. The park will be an accessible and natural setting with an interpretive center where information on the campground for disabled users and the natural aspects of the site will be available. Rangers will be available 24 hours a day. Transportation will be available for groups of disabled persons. For further information, telephone the San Diego County Parks and Recreation Department.

d. Day Parks: Most cities have neighborhood parks available for day use which include picnic areas, playgrounds, museums, and galleries. Most newspapers have daily or weekly articles about events taking place in the parks. More information can be obtained from city and county parks and recreation departments.

In San Diego, the most popular park, Balboa Park, is a major attraction to local residents and visitors from all over the world. A brochure on the accessibility of the park's buildings and facilities is included at the end of this chapter (see pages 79-86).

e. Swimming: Public swimming pools are listed under the aquatic division of cities and counties in the government section of the telephone directory. Telephone them to determine the accessibility of the changing rooms, the shower facilities, and the pool itself.

In San Diego City, for example, the Plunge offers programs for the disabled. The staff at this facility makes the following recommendations:

- Come dressed in your swimming suit and enter through the observation area.

- Bathrooms for the disabled are available and accessible.

- Showers are not available for women (the dressing room for able-bodied women is upstairs). Men can shower if they are willing to get their wheelchairs wet. Before getting a wheelchair, ask wheelchair manufacturers or repair shop staff if a wheelchair can be used when showering without damaging it.

- In the fall of 1981, the staff at the Plunge anticipate having a lift for disabled persons to use for getting into the water.

- Call ahead to inform the aquatic staff that a disabled person will be arriving. That allows the staff time to have someone available to assist the disabled person into the pool. The staff would like to be informed an hour before the disabled person arrives at the pool.

- If a group is planning to swim, call at least 24 hours in advance.

ACTIVITIES

1. Look up theaters in the yellow pages of the telephone directory under "Theatre" (notice the spelling), and call one of them to find out which play is being performed. This information is also advertised in the newspaper's entertainment section. Also determine the accessibility of the theater. Ask the following questions:

   a. What play is being produced now?

   b. What services are available to the disabled?

   c. What is the cost per ticket for wheelchair seating?

   d. Are the restrooms accessible?

   e. Are there special instructions for people in wheelchairs?

2. Look up movie theaters in the yellow pages of the telephone directory under "Theatres" or in the white pages under the name of the theater. Telephone the theater offices, if an office is listed (sometimes you can only get recorded program information), to determine what movie is playing and if the theater is accessible. Your questions may include the following:

   a. Where are persons in wheelchairs seated in the theater?

   b. Does a person in a wheelchair need to get to the theater early to be seated? How early?

   c. What entrance does a person in a wheelchair use?

   d. Where is the handicapped parking that is nearest to the theater?

   e. Are there curbs or steps from the parking lot to the theater?

   f. Are the bathrooms accessible?

3. For theaters not listed with an office telephone number in the yellow pages of the directory, send a postcard asking the critical questions and giving your name and return address.

   a. Where do people in wheelchairs park, and are there curbs or steps to the box office?

   b. Do you have spaces in the theater for wheelchairs?

j. Does a disabled person need to arrive early?

k. If yes, how early?

l. Is there someone working at the lanes who is available to help?

7. Plan to go to a football, baseball, or soccer game. Include: (1) deciding what seats you want after carefully examining the seating charts; (2) calling the stadium and asking the price of the tickets in that area; (3) financing the tickets; and (4) arranging transportation.

8. Plan some outdoor recreation activities. Telephone the Parks and Recreation Department for recommendations. If you are in San Diego, locate Crown Point Shores and East Mission Bay, arrange a trip to the area, plan what would be needed for the day, and your activities.

9. Investigate a day trip to the mountains and determine which park would best serve your needs. Telephone the county, state, and national park programs in your area and choose which would be the best for your camping needs. Request a copy of the "Louis A. Stelzer Regional Park Master Plan" from the San Diego County Department of Parks and Recreation.

10. Conduct the investigation suggested above and determine which campgrounds would best accommodate your needs and which have the most accessible and suitable activities.

11. Read about each of the buildings in Balboa Park in the attachment, Balboa Park Facilities, page 79 and check off which building you would be able to use.

12. Call the Parks and Recreation Department and request a map of local parks. In San Diego, ask for a map of Balboa Park. Map out a day in the park--from the parking lot, to a building, to a picnic lunch area. Telephone the zoo to determine if there are special services for the disabled.

13. Telephone the local public swimming pool to determine what facilities are available for disabled persons. Ask what you need to do to use the pool.

    a. What instructions should a disabled person in a wheelchair follow to use the swimming pool?

    b. Should a disabled person arrive early?

    c. Is it important to call ahead and inform the pool staff that a disabled person will be using the pool?

    d. Are there shower facilities?

    e. Are there particular hours for handicapped persons to swim? What are they?

14. Obtain a copy of A Step in Time: San Diego Guide for the Handicapped through the Community Service Center for the Disabled (293-3500), 1295 University Avenue, San Diego CA 92103. The booklet "provides a description of the physical facilities of selected and cultural sites in the San Diego area." It is not completely up-to-date, but it can be used as a resource for restaurants, scenic and historical sites, libraries, theaters, and museums throughout the county.

SAN DIEGO STADIUM

FOOTBALL SEATING CHART

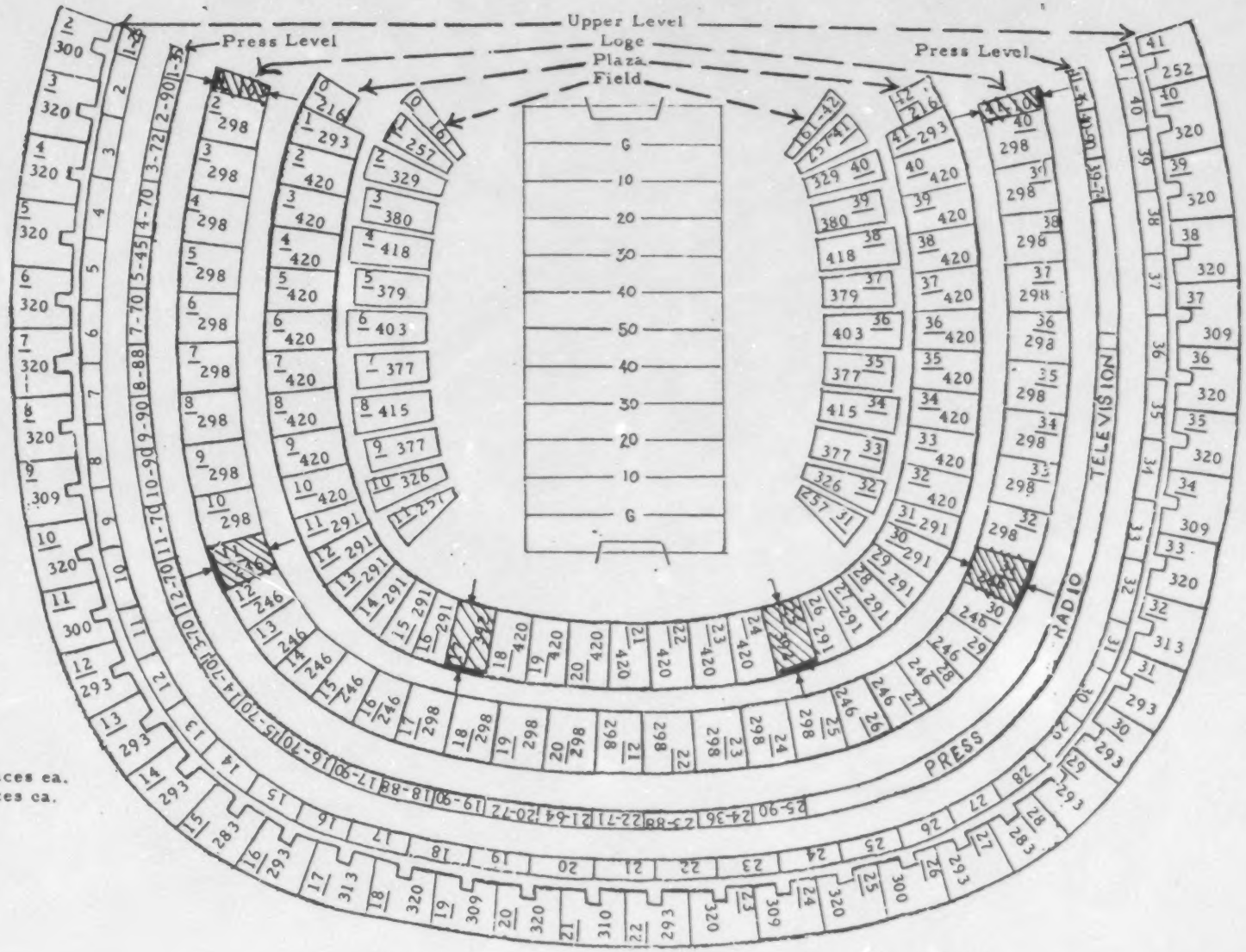
Seating Totals

Field Level	8,158
Plaza Level	15,794
Plaza Wheelchair	20
Loge Level	11,204
Loge Wheelchair	26
Press Level	1,960
Upper Level	12,304
Total	49,466

Wheelchair Seating

Plaza
Sections 17 & 25 - 10 spaces each

Loge
Sections 11 & 31 - 9 spaces ea.
Sections 1 & 41 - 4 spaces ea.



11/23/76

SAN DIEGO STADIUM

BASEBALL SEATING CHART

-78-

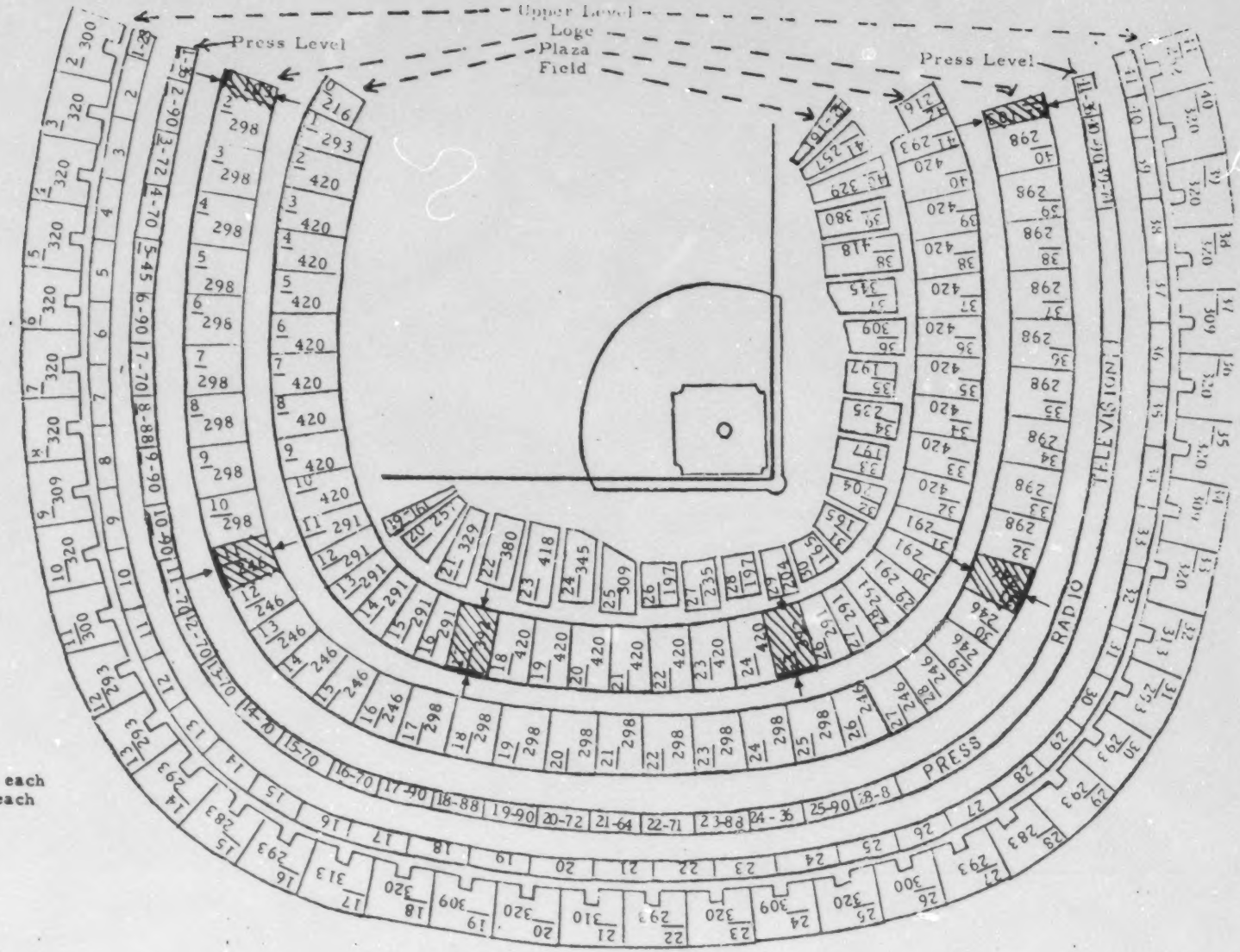
Seating Totals

Field Level	6,394
Plaza Level	15,794
Plaza Wheelchair	20
Loge Level	11,204
Loge Wheelchair	26
Press Level	2,058
Upper Level	12,304
Total	47,800

Wheelchair Seating

Plaza
Sections 17 & 25 - 10 spaces each

Loge
Sections 11 & 31 - 9 spaces each
Sections 1 & 41 - 4 spaces each



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BALBOA PARK FACILITIES*

BALBOA PARK BOWL

Parking: Parking lot is located directly in front of the theater bowl. Additional parking can be found throughout the park.

Entrance: Ramp onto sidewalk, double doors opening out 66" wide. The far right entrance has a level area extending from the doorway which accommodates wheelchairs. Can remain in wheelchair for the performance. The other entrances open up to stairs which extend down toward the stage area.

Seating: Wooden benches and separate seats are available. The ticket you purchase determines what seating accommodations you will have.

Restrooms: Located directly across from the entrance of the bowl. The first entrance is 55" wide, the second opening is 45" wide. There are no doors throughout the facility. The stall width is 36". Easy wheelchair maneuverability within facility.

Fee: There are different costs for different attractions.

Hours: The hours fluctuate according to the attraction.

Comments: There is a passenger zone in front of the bowl so passengers won't have to walk very far.
To find out the hours and fees of any given performance, call the Balboa Bowl ticket office.

MUNICIPAL GYM

Parking: Parking lot located directly in front of the gym building.

Entrance: Ramp way onto sidewalk. Flat surface leading towards doors which open out and are 40" wide.

Restrooms: Located on far side of gym, down nineteen steep steps. Not accessible to wheelchairs.

Comment: Use Federal Building restrooms which are located next door with easy restroom accessibility for wheelchairs.

FEDERAL BUILDING

Parking: Parking lot located in front of building.

Entrance: Ramp way onto sidewalk leading to double doors which open out and are 41" wide.

*Provided by the Parks and Recreation Department, dated material.

Showers: Entering door 36" wide; there is a step 6" high leading to shower, the width of the opening is 31".

Restrooms: Located on the right side of building with flat surface entry. First opening 41" wide. There is a stall designed for wheelchair use--stall door opens at 31" wide with railings. Easy wheelchair maneuverability within facility.

CRAFTS CENTER - Woodshop, kilns, loom, large variety of arts and crafts with art classes available.

Parking: Parking lot located in front of building.

Entrance: Five steps with a hand rail leading to double doors opening out, 50" wide.

Hours: 8:30 a.m. - 5:00 p.m. every Monday through Friday.

Restrooms: Entrance door 28" wide with stall doors opening 30" wide.

Comment: Would recommend this facility for the semiambulatory.

RECITAL HALL

Parking: Located in the parking lot across from the facility.

Entrance: Low curb onto sidewalk. Four doors opening outward 32" wide.

Hours: Flexible.

Fees: None.

Restrooms: First entrance opening is 32" wide. A stall is equipped with railings, opening out 32" wide.

PUPPET THEATER

Parking: Located in parking lot directly across from the theater.

Entrance: Flat walkway leading to double doors opening outward. A single door is 36" wide.

Hours: Change according to performance.

Fees: Change according to performance.

Restrooms: Entrance to both men's and women's measures 34" wide. In women's, there is one stall made large, 31" wide opening out with no railings. Men's has a stall 32" wide opening out with railings.

Comment: No need to leave wheelchair during a performance, adequate space provided.

BALBOA PARK CLUB

Parking: Located in lot in front of building. There is also curb parking closer to the building.

Entrance: Ramp onto sidewalk leading to four doors which open out to 32" width.

Restrooms: Entrance door 35" wide. In both men's and women's facilities there are stalls with doors opening out 31" with railings.

Comment: Easy maneuverability within facility.

SPRECKLES OUTDOOR ORGAN PAVILION

Parking: West of the House of Hospitality is a parking lot.

Entrance: All front entrances have no steps, the rear entrance has twelve stairs.

Seating: Wooden benches provided, ample room to remain in wheelchair.

SAN DIEGO ART INSTITUTE - Original paintings and sculpture.

Parking: Located adjacent to building.

Entrance: Rampway onto sidewalk coming from the east side of the building. Small curb coming from other directions. Double doors opening outward 55".

Corridors: Easy wheelchair maneuverability within building.

Fees: None.

Hours: Tuesday - Saturday, 10:00 a.m. - 5:00 p.m.
Sunday, 12:30 - 5:00 p.m.
Closed Mondays

HALL OF CHAMPIONS

Parking: Located east of building, approximately one half block from building.

Entrance: East of building, a rampway onto sidewalk. There are three steps leading to double doors opening outward, 68" wide.

Hours: Monday - Saturday, 10:00 a.m. - 5:00 p.m.; Sunday, 12:00 noon - 5:00 p.m.

Fees: None.

Comment: Go to front desk and ask for wheelchair assistance. They will open the side exit--the Alcazar Gardens entrance on the west side of the building. Easy access, one small step to door opening outward 35" wide. Restrooms are not for public use, less than 28" wide.

INTERNATIONAL AEROSPACE HALL OF FAME

Parking: Closest parking is west of building in front of the Art Institute.

Entrance: There are ramps to the entrance and the door has the appropriate width.

Fee: None on Tuesday; $2.50 for adult; $1.00 under 18 (includes Museum)

Hours: 10:00 a.m. - 4:30 p.m. every day.

Comments: Entrance can be made through the Aerospace Museum.

SAN DIEGO AEROSPACE MUSEUM

Parking: Parking lot west of building is the closest - located in front of the Art Institute. Also curb parking on Village Place Road.

Entrance: The entrance has a ramp and wide doors.

Fee: None on Tuesday; $2.50 for adult; $1.00 under 18 (includes Hall of Fame)

Hours: 10:00 a.m. - 4:30 p.m. every day.

Restrooms: There are accessible restrooms. Ask personnel at desk for directions.

Comment: The Aerospace Hall of Fame and Aerospace Museum have the same entrance and are in the same building.

REUBEN H. FLEET SPACE THEATER

Parking: Parking lot in front of building, about one-half block from entrance.

Entrance: Flat surface to double doors opening out. Single door opening is 34" wide.

Hours: Monday, Tuesday, Wednesday: 1:00 p.m., 2:30 p.m., 4:00 p.m., 7:30 p.m., 8:30 p.m.
Thursday: 1:00 p.m., 2:30 p.m., 4:00 p.m.
Friday: 1:00 p.m., 2:30 p.m. 4:00 p.m. 7:30 p.m., 8:30 p.m.
Saturday: 10:30 a.m., 11:30 a.m., 1:00 p.m., 2:00 p.m., 3:00 p.m., 4:00 p.m. 7:30 p.m., 8:30 p.m.

Hours (cont.): Sunday: 12:00 noon, 1:00 p.m., 2:00 p.m., 3:00 p.m., 4:00 p.m.

Fees: Adult $2.25, Junior (10-17) $1.50, Child (4-9) $1.25.

Seating: Special seating area for wheelchairs, no need to leave wheelchair. Adequate space for about eight wheelchairs located on either side of the theater.

Restrooms: Entrance door opens in 31", second entrance 31" push in. There is a stall equipped for a wheelchair opening out 31" with railings provided.

SCIENCE CENTER

Location: Within same building as Space Theater.

Parking: In front of building, about one-half block away on flat surface.

Entrance: Double doors opening out, 35" wide - single door.

Fee: Adults 50¢, Juniors 25¢.

Hours: Monday - Friday closed from 5:00 p.m. until 7:00 p.m. Open 10:00 a.m. to 10:00 p.m. Saturday - Sunday, open 10:00 a.m. to 10:00 p.m.

LASERIUM

Parking: Located in front of building, about one-half block from entrance.

Entrance: Flat surface to double doors opening out. Single door 34" wide.

Seating: Wheelchair area located on both sides of the theater. Not necessary to leave wheelchair, good visual seating.

Hours: Thursday, 7:30 p.m., 8:45 p.m.
Friday and Saturday, 5:15 p.m., 9:30 p.m., 10:45 p.m.
Sunday, 5:15 p.m., 7:30 p.m., 8:45 p.m.

Fee: $2.75

Restrooms: Adequate wheelchair facilities.

Comments: All shows are at night. You can call in for reservations which would insure that you would be able to get in and see the show.

MUSEUM OF MAN

Parking: Parking lots located adjacent to the museum.

Entrance: South entrance six steps to large double doors opening out. Call ahead of time or ask personnel within for wheelchair assistance. They will open last entrance which has two low steps and a 74" wide opening door.

Hours: 10:00 a.m. - 4:30 p.m. daily.

Fees: Adults 75¢, children (6-15) 10¢, students with ID 35¢.
Wednesday - free admission for everyone.
Persons in wheelchairs - no charge at any time.

Corridors: The first floor is accessible, the second floor is not accessible to wheelchairs.

Restrooms: Front door 28". Stall doors in women's are 20" and swing in. Men's door is 21½" wide. Not accessible to wheelchairs.

OLD GLOBE

Parking: Best to be dropped off between Museum of Man and Old Globe or by the Festival Stage.

Entrance: There are ramps leading to the doors which are accessible to wheelchairs.

Seating: There are fourteen seats available for persons in wheelchairs. They are primarily in groups of two. Make arrangements early.

Fees: Fees range from $10.00 to $15.50 depending on the day. Order tickets at the box office by telephone prior to the performance. They can be exchanged 24 hours in advance.

Evenings - Tuesday, Wednesday, Thursday, Sunday: $10.00
Friday and Saturday: $15.50
Matinee Sunday: $10.00

SAN DIEGO MUSEUM OF ART

Parking: Directly in front of building. There are four marked spaces for handicapped on upper left-hand side of lot close to building.

Entrance: Slight curb. On the north corner of the building is a ramp which leads to doors opening inward 35". Directly behind this is another door 37", opening out.

Hours: 10:00 a.m. - 5:00 p.m. daily (closed Mondays).

Fees: No charge unless there is a special exhibit.

Restrooms: Located in east and west wings. All bathroom facilities are accessible to wheelchairs.

Corridors: There are two levels within the gallery. Easy wheelchair accessibility with elevator.

Comment: Wheelchairs provided upon request.

TIMKEN ART GALLERY

Parking: Directly in front of the building.

Entrance: Steps in front of building. Ramp entrance on east side of building leading to two doors opening out, 44" wide.

Fees: None.

Restrooms: Entrance 34" wide. Stall doors 24" wide, push inward.

Corridors: Ample room for wheelchair maneuverability.

NATURAL HISTORY MUSEUM

Parking: Curb parking on Village Place. A lot is also located behind the building.

Entrance: Level entrance with door 34" wide. There is a turnstile and also a gate 48" wide which avoids the turnstile.

Fees: Adults 75¢, children under 16 free.
Free admission for everyone on Wednesdays.

Hours: 10:00 a.m. to 4:30 p.m. daily.

Corridors: Some exhibits elevated, but ramps are present. There are three floors accessible to wheelchairs through the use of the elevator. Ask personnel for assistance.

Restrooms: Located on first floor. Entrance door 31" wide, opens in. Stall door 23" wide, opens in.

BOTANICAL BUILDING

Parking: Southwest parking lot, one-half block walk to building. The lot is directly in front of the Art Institute.

Entrance: If parked in front of the Art Institute, follow paved, ramped path which will lead you to the entrance. Wide entrance.
If parked behind the Botanical Building, there is a small curb.
Approaching the Botanical Building from the Lily Pond, you will encounter steps.

Hours: Open every day except Friday. Closed holidays.
10:00 a.m. - 4:30 p.m.

Corridors: Easy wheelchair maneuverability; benches throughout the building.

CASA DEL PRADO

Parking: Curb parking on Village Place or parking lots in general vicinity.

Entrance: Easiest entrance is from the east side of the building facing the Natural History Museum. One curb only.

Restrooms: Entrance door 24" wide, opens inward. Wheelchair facilities--stall opens outward 31" with railings. Bathroom located on east side of building.

RESOURCES

Access San Diego: Keys to Independence, Community Service Center for the Disabled, 1295 University Avenue, San Diego CA 92103, 293-3500.

Boy Scouts of America, in San Diego, 1207 Upas Street, San Diego CA 92103, 298-6121. In other communities the address and telephone number are listed in the telephone book. Nationally, the address is Boy Scouts of America, North Brunswick NJ 08902.

California State Park System, Department of Parks and Recreation, P.O. Box 2390, Sacramento CA 95811.

Girl Scouts of America, in San Diego, 1231 Upas Street, San Diego CA, 298-8391.

National Association of the Physically Handicapped, business office, 76 Elm Street, London OH 43140.

National Park Service, U.S. Government Bookstore, 450 Golden Gate Avenue, P.O. Box 36063, San Francisco CA 94102.

North County Resource Guide for Able Disabled, Lifeline Community Services, 200 Jefferson Street, Vista CA 92083, 726-4900.

A Step in Time: San Diego Guide for the Handicapped, can be obtained from the Community Service Center for the Disabled, 293-3500.

SOCIAL SERVICE AGENCIES AND ORGANIZATIONS

There are agencies throughout San Diego County serving disabled persons. Most serve a particular population of disabled persons and some serve able-bodied persons as well. There are agencies, such as the Community Service Center for the Disabled, that serve all populations of persons with disabilities. Agencies provide financial, health, legal, rehabilitation, recreation, counseling and/or employment assistance. Because these services are extremely valuable to the disabled community, it is important that disabled individuals be aware of all possible resources.

This chapter addresses the specific problems with government and community agencies identified by the "Survey of Consumer Needs of Persons with Disabilities" by presenting: (1) results of the survey; (2) recommended solutions to the identified problems; (3) suggested activities for experiences as consumers of the services provided by the agencies; and (4) additional resources.

SURVEY RESULTS OF DISABLED PERSONS' NEEDS FOR SOCIAL SERVICES

Four hundred and thirty-one disabled persons and 228 able-bodied persons answered the Survey of Consumer Needs' two questions about social service agencies. The questions, with a summary of the most frequent responses, are presented below:

1. *About which topics would you like more consumer information?*

   The majority of disabled respondents listed two topics about which they would like more information: (1) agencies available to help; and (2) how to deal with government agencies.

2. *From which government agencies do you receive assistance?*

   The government agencies that disabled respondents receive the most assistance from were Social Security, Supplemental Security Income (SSI), Medi-Cal, and Medicare.

Based on the results of the survey, the problems of greatest concern to disabled persons are: (1) knowing more about government and community agencies available to provide assistance; and (2) knowing more about how to deal with Social Security, Medi-Cal, Medicare, and other community agencies.

CONSUMER INFORMATION ON OBTAINING SOCIAL SERVICES FOR DISABLED PERSONS

The information on social service agencies is presented in two sections. The first addresses the community agencies that provide services to disabled clients with instructions on how to identify and obtain their services. The second section addresses the government agencies that service the majority of respondents to the survey.

a. The Community Service Center for the Disabled, Inc., is a multiservice organization for all disabled persons. The agency published Access San Diego: Keys to Independence, which provides disabled persons with information on advocacy, counseling, education, employment, equipment, financial assistance, health agencies, housing laws, multiple service organizations, rehabilitation, sports and recreation, transportation, travel, and additional resources. To obtain a copy of Access San Diego, contact the following: Community Service Center for the Disabled, Inc., (714) 293-3500, 1295 University Avenue, San Diego CA 92103. The cost is $5.83, including tax, with approximately $.50 for local mailing.

b. Lifeline Community Services is a multiple service organization serving north county. They have a hotline which makes referrals to other agencies. Lifeline found that they were not able to successfully refer disabled persons because there was no complete listing of agencies and organizations providing services for north county. Lifeline then researched the agencies that serve north county and assembled the list into a guide. For a copy, contact the following: Lifeline Community Services at (714) 726-4900, North County Resource Guide for Able Disabled, 200 Jefferson Street, Vista CA 92083. The cost is expected to be about $5.00. This guide is comprehensive and is highly recommended for disabled persons in the north county area. Approximately 100 agencies are listed in the guide.

5. The multiple service organizations listed and described by the Community Service Center for the Disabled in Access San Diego are given below because these agencies are the most comprehensive and they are able to refer you to other agencies when appropriate.

ALPHA PROJECT OF SAN DIEGO, INC.

Address:	Alpha Project 3432 University Avenue San Diego CA 92104
Telephone Number:	283-2117
Address:	The East San Diego Community Center 4327 University Avenue San Diego CA 92105
Telephone Number:	280-9722

Services

The Alpha Project and the East San Diego Community Center are multiservice organizations for the mid-city. They provide individual, group, and family counseling, advocacy, crisis intervention, job information, 24-hour hotline information, and emergency food service. Social and recreational activities are organized in the neighborhood as well as a crime prevention program. Services are rendered on an informal walk-in basis.

THE COMMUNITY SERVICE CENTER FOR THE DISABLED, INC.

Address: 1295 University Avenue
San Diego CA 92103

Telephone Numbers: 293-3500
293-7757 (TTY)

Services

The Community Service Center for the Disabled (CSCD) is a consumer controlled Independent Living Center providing support and referral services designed to enhance the integration of disabled individuals into the community. Assistance is provided by personnel with intimate knowledge of the needs, interests, and abilities of the disabled community.

The advocacy staff offers financial benefits counseling and paralegal assistance. Financial benefits counseling is concerned with Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), In-Home Supportive Services (IHSS), individual self-support plans, and money management. Paralegal aid is available to individuals appealing SSI, SSDI, or IHSS decisions. In addition, the staff screens individuals for the Department of Rehabilitation (DR) and acts as an intermediary between clients and DR counselors.

The attendant referral staff recruits, screens, and places attendants with disabled clients. IHSS benefits information is provided along with client/attendant relationship counseling.

The housing component performs three functions. The staff locates accessible housing in the county, screens disabled individuals for federal rental assistance, and provides information concerning housing modification.

It is advisable to contact the housing component well in advance of the contemplated move since it is extremely difficult to locate housing adapted to individual special needs on short notice.

The counseling department is committed to promoting positive attitudes and emotional growth within the disabled community. Group, family, individual, and peer counseling is available on a short or long-term basis. Life goals workshops are conducted periodically. In addition, a substance abuse program designed to deal specifically with the problems of the disabled, offers counseling, prevention, and referral.

Job development services are provided to disabled clients seeking employment. A counselor works with a client to achieve job readiness. This involves vocational counseling, resume writing, and interview preparation. Local employers are contacted and informed of the client's skills and availability and interviews are scheduled.

Transportation is provided free of charge to severely disabled clients for job interviews and visits to CSCD. Disabled individuals desiring to use the van for other reasons are charged a fee. Arrangements for transportation must be made one week in advance.

Fees

There are no fees for services.

CRISIS HOUSE

Address: 127 West Main Street
El Cajon CA 92020

Telephone Number: 440-5133

Services

The Crisis House is a community-based multiservice organization. The bulk of its program is devoted to counseling and job development. It operates in El Cajon, Lakeside, and Santee.

The Crisis Intervention Center offers crisis intervention counseling on a walk-in basis from 9:00 a.m. to 10:00 p.m., Monday through Friday, and from 10:00 a.m. to 6:00 p.m. on weekends. The center also provides food for persons in emergency situations, legal counseling, and a 24-hour hotline. All services are available in Spanish.

The Family Counseling Center offers family counseling, diagnostic tests, and a variety of workshops. Services are available from 9:00 a.m. to 5:00 p.m. Monday through Friday and by appointment. The Connection program offers youth and family counseling along with recreational and vocational services. These programs are inaccessible to wheelchairs.

The Work Development Center provides social and vocational rehabilitation for adults with long-term emotional disabilities. Clients participate in classes, groups, and activities organized by the center and serve in work placement positions in the community. There is a waiting list to enter the program and clients must be referred by a psychologist or case worker. The center is presently inaccessible to wheelchairs.

The Jobs Education and Training (JET) program is a back-to-work program for people who have had emotional problems. Work orientation, part-time subsidized work experience, and job search assistance are offered to the client. There is a waiting list and applicants must be referred by a psychologist or case worker.

Fees

Fees depend on the services requested.

LIFELINE COMMUNITY SERVICES

Address: 200 Jefferson Street
Vista CA 92083

Telephone Number: 726-6396

Services

Lifeline is a non-profit multiple service organization providing a variety of services to North County residents. The facilities are presently inaccessible.

Counseling is available either by telephone or in person. Services are provided Monday through Friday from 8:00 a.m. to 10:00 p.m. and on weekends from noon to 5:00 p.m. Counselors are trained to assist in the resolution of problems such as emotional conflicts, financial concerns, employment, pregnancy, drug abuse, loneliness, and isolation. Services are offered on a walk-in or appointment basis.

The advocacy component helps resolve conflicts with school, family, employment, social, and governmental agencies. The Welfare Department and the Social Security Administration are often dealt with. An escort will accompany individuals to complete necessary forms and to obtain services.

A legal clinic is held every Wednesday evening by volunteer attorneys. An individual wishing to utilize this service must call in advance for an appointment.

Transportation is provided to clients when necessary. The service is available, by appointment only, Monday through Friday.

Fees

There are no fees for services.

THE METROPOLITAN AREA ADVISORY COMMITTEE (MAAC)

Address: 140 West 16th Street
National City CA 92050

Telephone Number: 474-2232

Services

The MAAC project offers an entire range of services to low-income individuals and families. There are 21 locations throughout the county and it is advisable to call the above telephone number to obtain information concerning the center nearest you. Most of the centers are accessible but it is wise to check in advance.

Six service centers are located in low-income neighborhoods throughout the county. The centers provide help with job development and placement, housing, legal aid, welfare, emergency food, medical referral, language translation, post immigration and naturalization, education, family problems, youth recreation, senior citizen assistance, veteran counseling, and tax assistance.

MAAC's employment and training centers perform intake for the San Diego Regional Employment and Training Consortium (RETC). RETC programs include classroom training, work experience, on-the-job training, English as a Second Language, and job search assistance. Special programs are geared specifically to youths aged 16 to 19 and to workers over 45. To qualify, applicants must be economically disadvantaged.

Fees

Fees are based on ability to pay.

For more complete information, obtain Access San Diego where you will find lists of agencies with a brief description of their services, eligibility requirements, and fees, including advocacy, counseling, education, employment, equipment, financial assistance, health, housing, law, rehabilitation, sports and recreation, travel, and general information useful to disabled persons in San Diego. For north county residents, obtain the North County Resource Guide for Able Disabled.

Government Agencies

Social Security, SSI, Medicare, and Medi-Cal are the most frequent government agencies from which disabled persons receive assistance. These government agencies make the following recommendations for obtaining services.

1. Social Security: Social Security is a national program to provide income to workers and their families when family earnings have stopped because of retirement, disability, or death.

   a. Dependents (usually children under 18 or 22 if in school) and disabled adult children (disabled prior to 22 years and can't work) of disabled, deceased, or retired workers qualifying for Social Security may be eligible for Social Security.

   b. To apply, contact the Social Security office nearest you. The telephone number is listed in the government section of the directory's white pages under United States Government Health and Human Services. You need the following documentation to receive Social Security benefits:

      - Your own Social Security number. If you do not have a Social Security number, telephone Social Security for instructions. It is free of charge.

      - Proof of your age. A birth certificate or baptismal certificate made at or shortly after birth is recommended.

- Names and addresses of medical sources treating you, e.g. doctors, hospitals, with a statement of the nature of your disability and ability to work.

c. Allow at least 90 days before the decision is made. If the decision is favorable, you are likely to receive benefits within the month. The amount of payment you receive depends on how much your parents earned under Social Security. It could range from $100-$500.

d. Social Security staff recommend that you do not delay in applying for benefits. If you do not have all the proofs, begin the application and let them help you.

e. Obtain a copy of the brochure, "Your Social Security" by calling the office and asking them to mail it to you.

f. If you feel that the decision made on your claim is incorrect, you have a right to appeal. The following is a quote from the brochure on appeals. It is what the government advises you to do.

> Right of Appeal
>
> If you feel that a decision made on your claim is not correct, you may ask the Social Security Administration to reconsider it. If, after this reconsideration, you still disagree with the decision, you may ask for a hearing by an administrative law judge of the Office of Hearings and Appeals. And, if you're not satisfied with the hearing decision, you may request a review by the Appeals Council. If you're still not satisfied, you may take your case to the federal courts.
>
> The Social Security Administration makes no charge for any of the appeals before the administration. You may, however, choose to be represented by a person of your own choice, and he or she may charge you a fee. The amount of such a fee is limited and must be approved by the Social Security Administration.
>
> Someone in any social security office will explain how you may appeal and will help you get your claim reconsidered or request a hearing.

g. At any point, contact the Legal Aid Society of San Diego, Inc., and/or the Community Service Center for the Disabled to assist you in submitting a claim. To qualify for assistance from Legal Aid, you must meet minimum income requirements. The Legal Aid Society is listed in the white pages of the directory under "L's." Other social service agencies also provide advocacy and will assist you in preparing claims.

2. Supplemental Security Income (SSI): SSI is specifically for persons 65 and over who are blind or disabled and have limited income. Blind, disabled, or mentally retarded children may also be eligible for SSI checks. To get more information, telephone the SSI offices. The telephone number is listed in the government section of the white pages of the telephone directory under "United States Government, Supplemental Security Income for the Aged, Blind, and Disabled." The staff at the SSI office and advocacy groups recommend the following:

   a. Telephone the local office and inform them you want to apply for SSI. If you are disabled and unable to get to the office, they will send a worker to you.

   b. File with other agencies before applying for SSI.

   c. Eligibility and amount of payment is based on need and inability to work for more than one year.

   d. When you apply, you will need to have the following information:

      - Verification of income.

      - Bank books to demonstrate you have limited resources. If you have more than $1500, you may not qualify.

      - Proof of age (birth or baptismal certificates).

      - Proof of disability showing the nature of the disability and length of time you are expected to be disabled.

   e. SSI payments qualify you for Medi-Cal.

   f. If you submit a claim and are not satisfied with the decision, the government recommends you appeal the decision. Legal Aid, Community Services, Center for the Disabled in San Diego, and other advocacy groups are able to assist in the appeal process. Before you begin applying for services, contact the advocacy groups to make sure you fill out the application correctly and receive the full benefits to which you are entitled.

   g. SSI has a brochure, "SSI for the Aged, Blind, and Disabled in California" which explains the program. The office will mail you a copy if you call and request it.

   h. If you receive SSI, you may also qualify for In-Home Support Services which are provided through the Social Services Department to disabled persons needing assistance in the home. The Social Services office provides the following infromation.

      - Contact the duty officer at the nearest Social Services office. That telephone number is in the government section of the white pages under "San Diego County, Social Services Department of." Request In-Home Support Services. You will be assigned a social worker within three days. Within five days, the social worker will make a home visit to determine eligibility, the assistance needed, and the amount of time per week that services are needed.

- If you are living with your working parents and you are severely disabled, an assistant could be assigned while your parents are at work.

- Welfare usually assigns an assistant through Remedy, a community agency. If Remedy has no assistants available, the disabled person must hire an assistant. For more information contact Remedy Home and Health Care Service, Inc. at 286-6100, 6602 El Cajon Boulevard, San Diego CA 92115.

- The Community Service Center for the Disabled (CSCD) lists several other in-home service providers in Access San Diego. Either contact CSCD or refer to their publication.

- Assistants clean house, shop for food, prepare meals, wash clothes, provide attendant care, and personal care. They do not provide medical care.

3. Medicare: Disabled persons receiving SSI benefits for 24 consecutive months and persons over 65 receiving Social Security are eligible for Medicare, a federal health insurance program. Part A provides hospital insurance and Part B provides medical insurance. The hospital insurance helps to pay the cost of inpatient hospital care and certain kinds of follow-up care after leaving the hospital. The medical insurance helps pay physicians' costs, outpatient hospital visits, and some other medical items and services. Persons not qualifying for SSI pay a premium for the insurance. Both parts are available for persons on SSI receiving Medi-Cal. To apply for Medicare, contact the nearest Social Security office.

4. Medi-Cal: A combined federal and state insurance program administered by the California Department of Health Services with assistance from local county welfare departments. Disabled persons, older, and blind persons receiving SSI are entitled to Medi-Cal. Persons not eligible for SSI may still meet eligibility requirements through the Welfare Department.

   a. Medi-Cal pays health providers directly (not the recipients, nor will it reimburse recipients for paying medical bills). Recipients are issued Medi-Cal cards monthly which they use when identifying and obtaining physicians' services. Any doctor can be selected by the recipient for treatment; however, any doctor can also refuse a Medi-Cal recipient as a patient.

   b. Attached to the card are two kinds of labels that peel off. The MEDI label entitles the holder to two outpatient visits per month. Physicians, hospital outpatient, occupational therapy, physical therapy, speech therapy, audiology, dentists, and Christian Scientist practitioners are included in outpatient visits. Labels can be carried over to the next month. The second label, Proof of Eligibility (POE) is used to pay remaining medical bills. There are no limits to the POE labels.

   c. Prior authorization from local state medical consultants is needed for a health provider to deliver services. Medi-Cal providers are expected to know what services require authorization. The provider submits a "Treatment Authorization Request" (TAR) before providing services; however, the provider may telephone for verbal approval if necessary and submit the TAR later. Prior authorization is not required for emergencies.

d. In San Diego, the local state medical office is located at: Medi-Cal Field Office at 237-7701, 6153 Fairmont Avenue, San Diego CA 92116.

e. If an authorization is denied, it can be appealed either by the recipient or the health provider. Appeal by requesting a fair hearing. Make the request in writing, stating your reasons for Medi-Cal paying for the service. In San Diego, send your request to: Office of the Chief Referee at (916) 322-2400, State Department of Social Services, 744 P Street, Sacramento CA. Obtain more information from the county welfare office and advocacy groups.

ACTIVITIES

1. Conduct a survey of the social service and welfare agencies in your community by telephoning those listed in the yellow pages of the telephone directory. Use the form on the following page developed by Lifeline Community Services. Each person in the group could be assigned to call a portion of those listed. Compile the information into a booklet for use by others at the cost of making copies.

2. If there are available resource guides to community services, obtain them. In San Diego, contact the Community Service Center for the Disabled, Inc. and request Access San Diego: Keys to Independence, and Lifeline Community Services for the North County Resource Guide for Able Disabled.

3. Contact a sample of the agencies that provide services that are relevant to you. Apply for services, if appropriate.

4. Telephone the Social Security office and request brochures on Social Security and SSI.

5. Samples for Social Security and SSI benefit claims are attached. Practice filling them out correctly.

6. Contact the Social Security office and request the brochure, "A Brief Explanation of Medicare."

SOCIAL SERVICE AGENCY SURVEY

1. What service do you provide persons with (the disability you need served)?

_____

_____

2. Who is the person to contact for services? _____

3. What are the eligibility requirements? _____

_____

4. What procedures should be followed? _____

_____

5. What are the hours of operation? _____

6. What are the fees? _____

7. Can a person in a wheelchair get from the parking lot to the building? _____

8. (If yes) How do I get there? Could you please give me directions to the office?

_____

_____

8. Is the building accessible? _____

9. What other agencies do you recommend I contact? _____

_____

10. Is there a reference list of agencies serving disabled persons in this area?

_____

11. What is the cost and how would I acquire it? _____

_____

RESOURCES

Health Agencies

Aids for Handicapped Readers; Braille Instructional and Writing Equipment; Closed Circuit Television Systems for the Blind and Physically Handicapped; Commercial Services of Spoken Word Cassettes; Directory of Radio Services for the Blind and Physically Handicapped; Magazines in Special Media; National Organizations Concerned with the Visually and Physically Handicapped; Reading Materials in Large Type; Sources of Children's Book/Record, Book/Cassette, and Print/Braille Combinations, Library of Congress, Division for the Blind and Physically Handicapped, Washington DC, 1974.

Do's and Don'ts for the Most Important Nine Months of Life, United Cerebral Palsy Association, Inc., New York NY, 1972.

New Pathways for Saturday's Child, American Academy for Human Development, Windmoor PA.

Patient Services and Rehabilitation Information, American Cancer Society, San Diego CA.

The Problem of Mental Retardation, Clearing House on the Handicapped, Office for Handicapped Individuals, Washington DC, 1975.

Stepping Up; United Cerebral Palsy Association Factual Information, United Cerebral Palsy Association of San Diego County, San Diego CA, 1978.

What You Should Know About Hemophilia, National Hemophilia Foundation, New York NY.

Wilson, Jay, San Diego Directory of Services for the Deaf, Central Deaf Association, San Diego CA.

Your Child and Cystic Fibrosis, Cystic Fibrosis Foundation, Atlanta GA.

In-Home Supportive Services

Aid in Attendant Care for Handicapped Persons, Rehabilitation Service, Southwest State University, Marshall MN.

Homecare and Convalescent Needs, Sears, Roebuck Co., Philadelphia PA.

Understanding the New California Nursing Home Law, California Department of Justice, Sacramento CA, 1976.

Law

Amicus, National Center for the Law and the Handicapped, South Bend IN.

Bean and Schapiro, Consumer Warranty Law: Your Rights and How to Enforce Them, Disability Rights Center, Inc., Washington DC, 1977.

Consumer Rights for Disabled Citizens, Department of Consumer Affairs, New York NY.

Equal Credit Opportunity Act, Bureau of Consumer Protection, Federal Trade Commission, Washington DC.

A Handbook on the Legal Rights of Handicapped People, President's Committee on Employment of the Handicapped, Washington DC.

Handicapped Persons Rights Under Federal Law - Section 504 of the Rehabilitation Act of 1973, Department of Health, Education and Welfare, Office for Civil Rights, Washington DC.

Rights Handbook for Handicapped Children and Adults, Coordinating Council for Handicapped Children and Governor's Committee on the Handicapped, Chicago IL.

Rights of the Physically Handicapped, Southwest State University, Marshall MN.

Summaries of Selected Legislation Relating to the Handicapped, Clearing House on the Handicapped, Office for Handicapped Individuals, Washington DC, 1971.

Warranties, There Ought to be a Law...There Is, Federal Trade Commission, Washington DC, 1971.

Rehabilitation

The American Dream, Vocational Rehabilitation and the World of Work, Research and Training Center, WV.

Disabled? Vocational Rehabilitation Can Help, State Education Department, Office of Vocational Rehabilitation, Washington DC.

Rehabilitation World Wide, President's Committee on Employment of the Handicapped, Washington DC.

Rehabilitation of the Visually Handicapped Consumer, American Foundation for the Blind, New York NY.

A Source Book: Rehabilitating the Person with Spinal Cord Injury, United States Government Printing Office, Washington DC.

Vocational and Educational Opportunities for the Disabled, Insurance Company of North America and Human Resource Center, Albertson NY, 1977.

Resource Manuals

Bruck, Lilly, Access: The Guide to a Better Life for Disabled Americans, Random House, Inc., New York NY, 1978.

Developmental Disabilities Life Needs Guidebook, San Diego Regional Center for the Developmentally Disabled, San Diego CA, 1978.

Directions: Human Resource Directory of San Diego and Imperial Counties, United Way of San Diego County, San Diego CA, 1980.

Freeways: San Diego Directory for the Disabled Community, Able-Disabled Advocacy, Inc., San Diego CA, 1978.

A Guide to Agencies and Groups That Provide Services to Blind and Visually Impaired Individuals of San Diego County, Grossmont College, San Diego CA, 1977.

Practical Advice to Parents: A Guide to Finding Help for Handicapped Children and Youth, National Information/Patients Rights, County Mental Health Services, San Diego CA, 1978.

Resource Directory 1978, A Guide to Services for Spinal Cord Injury Persons and Others with Severe Physical Disabilities, New England Spinal Cord Injury Foundation, Inc., Newton Upper Falls MA, 1978.

A Step in Time, San Diego Guide for the Handicapped, Junior League of San Diego, San Diego CA, 1977.

Thielen, Mary Pershall, Resource Manual for the Orthopedically Handicapped, San Diego Community College District, San Diego CA, 1976.